



Ministry of Finance, Economic Stabilization & National Policies

Department of Sri Lanka Customs

BIDDING DOCUMENT (Volume 1 & Volume 3)

(Single-Stage Two Envelope Bidding Procedure)

Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

IFB No: CUS/LOG/S/08/EES

**Employer: Director General of Customs
Department of Sri Lanka Customs
No 40,
Main Street,
Colombo 11.**

27th September 2023

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Invitation for Bids (IFB)
Ministry of Finance, Economic Stabilization & National Policies
Department of Sri Lanka Customs

**Procurement of Supply and Implementation of Enterprise Data Center,
Enterprise Email and Backup Solution**

IFB No: CUS/LOG/S/08/EES

1. The Chairman of Department Procurement Committee on behalf of the Director General of Customs invites sealed bids from eligible bidders for the **Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution**. The implementation period for design, develop and implementation is **three (3) months and Support and Maintenance period five (5) years**.
2. Bidding will be conducted through the National Competitive Bidding (NCB- Single Stage - Two Envelope Bidding) procedures specified in the National Procurement Guidelines, and are opened to all eligible bidders as defined in the Guidelines

Bidders must meet the following minimum qualification criteria for the contract award:

- a) **General Experience;** Bidder should have general experience in Information Technology Contracts in the role of contractor during at least last Five (5) years prior to the bid submission deadline;
 - b) **Specific Experience:** Bidder should have successfully completed at least one (1) Enterprise Data Center/Enterprise Email/Backup Solution with a value at least LKR 80 million within the last 5 years.
 - c) **Average Annual Turnover:** Bidder should have minimum average annual turnover of LKR 340 million calculated as total certified payments received for contracts in progress or completed, within the last 3 years.
3. Interested eligible Bidders may obtain further information from Director of Customs (Logistics), Sri Lanka Customs Telephone: 011 – 2221680, Facsimile Number: 011 – 2436096 Email : dc.logistics@customs.gov.lk and inspect the Bidding Document at the Logistics Directorate, 6th floor, Sri Lanka Customs, No. 40, Main Street, Colombo 11 from 9.00 am to 3.00 pm on working days from **27th September 2023**. The Bidding Document is published on Sri Lanka Customs website news feed **for reference purposes only**.
 4. A complete set of Bidding Documents in English language may be purchased by interested eligible Bidders upon the submission of a written application to the address below and upon payment of a nonrefundable fee of **Sri Lankan Rupees Thirty Thousand (LKR. 30,000/-)** to the Chief Shroff, 2nd floor, Sri Lanka Customs on working days, from 9.00 am to 3.00 pm on or before **25th October 2023**. The method of payment will be cash only.

5. Bids must be delivered to Logistics Directorate, 6th floor, Sri Lanka Customs, No. 40, Main Street, Colombo 11, **before 3.00 p.m. on 25th October 2023**. 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 25th October 2023**. All bids must be accompanied by a Bid Security in the form of bank guarantee of not less than **Sri Lankan Rupees Two Million (LKR 2,000,000.00)**.

6. A Pre- Bid Meeting will be held at **10.30 am on 09th October 2023** at Logistics Directorate, 6th floor, Sri Lanka Customs, No. 40, Main Street, Colombo 11.

Chairman,
Department Procurement Committee
Department of Sri Lanka Customs,
No.40, Main Street, Colombo - 11.

27th September 2023

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Section I – Instructions to the Bidders

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Section I – Instructions to the Bidders

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SECTION I – INSTRUCTIONS TO THE BIDDERS

This section specifies the procedures to be followed by Bidders in the preparation and submission of their Bids. Information is also provided on the submission, opening, and evaluation of Bids and on the award of Contract.

| A. General | | |
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| 1. Scope of Bid | 1.1 | In connection with the Invitation for Bids indicated in the Bid Data Sheet (BDS), the Employer, as indicated in the BDS, issues these Bidding Documents for the procurement of Information Technology (IT) Products and Services as specified in Volume 2 -Section VI (Schedule of Requirements). The name, identification, and number of lots (Contracts) of the International Competitive Bidding (ICB) are provided in the BDS. |
| | 1.2 | Unless otherwise stated, throughout this Bidding Document definitions and interpretations shall be as prescribed in Volume 3-Section VII (General Conditions) (GC). |
| 2. Source of Funds | 2.1 | Government of Sri Lanka (GoSL) shall provide the financing required to meet eligible payments under the Contract for which these Bidding Documents are issued. |
| 3. Corrupt Practices | 3.1 | <p>It is the policy of GoSL that the officials of the procuring entity as well as Bidders, Suppliers, Service Providers and Contractors and their sub-Contractors under GoSL financed Contracts observe the highest standard of ethics during the procurement and execution of such Contracts, in pursuance of this policy, the GoSL;</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as follows:</p> <p style="margin-left: 40px;">i. “corrupt practice” means the offering, giving receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any party in the procurement process or the execution of a Contract;</p> |

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| | | <p>ii. “fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a Contract;</p> <p>iii. “collusive practices” means a scheme or arrangement between two or more Bidders, with or without the knowledge of the employer, designed to influence the action of any party in a procurement process or the execution of a Contract;</p> <p>iv. “coercive practices” means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a Contract;</p> <p>(b) will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract; and</p> <p>(c) will sanction a party or its successor, including declaring ineligible, either indefinitely or for a stated period of time, to participate in GoSL financed activities if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, GoSL financed Contract.</p> |
| | 3.2 | <p>Furthermore, Bidders shall be aware of the provision stated in the Volume 3- General Conditions (GC 47.1, Termination for Contractor’s Default).</p> |
| <p>4. Eligible Bidders</p> | 4.1 | <p>A Bidder may be a private entity or a government-owned entity or any combination of such entities with the intent to enter into an agreement supported by a letter of intent or under an existing agreement in the form of a joint venture, consortium or association (JV). In the case of a Joint Venture (JV):</p> <p>(a) all partners shall be jointly and severally liable for</p> |

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| | | <p>the execution of the Contract in accordance with the Contract terms, and</p> <p>(b) the JV shall nominate one of the partners who shall have the authority to conduct all business for and on behalf of any and all the partners of the JV during the Bidding process and, in the event the JV is awarded the Contract, during Contract execution. This shall be evidence by submitting a Power of Attorney signed by legally authorized signatories of all the partners.</p> |
| | 4.2 | <p>A Bidder, and all partners constituting the Bidder, shall have a nationality of an eligible country and shall have legal rights to supply IT products and Services under the Contract resulting from these Bidding Documents. A Bidder shall be deemed to have the nationality of a country if the Bidder is a national or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country. This criterion shall also apply to the determination of the nationality of proposed sub-Contractors or Contractors for any part of the Contract including related services.</p> |
| | 4.3 | <p>GoSL considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party’s performance of official duties or responsibilities, Contractual obligations, or compliance with applicable laws and regulations. Bidders and Contractors under GoSL financed Contracts, shall observe the highest standard of ethics. GoSL will take appropriate actions, which include not financing of the Contract, if it determines that a conflict of interest has flawed the integrity of any procurement process. Consequently, all Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parties in this Bidding process if, including but not limited to:</p> <p>(a) they have controlling partners in common; or</p> <p>(b) they receive or have received any direct or indirect</p> |

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| | | <p>subsidy from any of them; or</p> <p>(c) they have the same legal representative for purposes of this Bid; or</p> <p>(d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Employer regarding this Bidding process; or</p> <p>(e) A Bidder participates in more than one Bid in this Bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which it is involved. However, this does not limit the inclusion of the same sub-Contractor, not otherwise participating as a Bidder, in more than one Bid; or</p> <p>(f) A Bidder or any of its affiliates participated as a consultant in the preparation of the design and/or technical specifications of the products and services and/or other documents that are the subject of the procurement under these Bidding documents.</p> |
| | 4.4 | A firm that is under a declaration of ineligibility by GoSL in accordance with ITB 3 at the date of the deadline for Bid submission or thereafter, shall be disqualified. |
| | 4.5 | Bidders shall provide such evidence of their continued eligibility satisfactory to the Employer, as the Employer shall reasonably request. |
| | 4.6 | In case a prequalification process has been conducted prior to the Bidding process, this Bidding is open only to prequalified Bidders. |
| | 4.7 | Firms shall be excluded if by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the employer’s country prohibits any import of goods or Contracting of works or services from that |

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| | | country or any payments to persons or entities in that country. |
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| | 4.8 | Local Companies bidding for these tender or Local partners of Foreign Companies bidding for this tender shall be registered under the Public Contracts Act, No 3 of 1987. |
| 5. Eligible IT Products and Services | 5.1 | <p>For the purposes of these Bidding Documents, the IT Products and Services means all:</p> <p>(a) the required information technologies, including all information processing and communications-related hardware, software, supplies and consumable items that the Bidder is required to supply and install under the Contract, plus all associated documentation, and all other materials and products to be supplied, installed, integrated, and made operational (collectively called the products in some clauses of the ITB); and</p> <p>(b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other Services necessary for proper operation of the products to be provided by the selected Bidder and as specified in the Contract.</p> |
| | 5.2 | The IT Products and Services to be supplied under the Contract shall have their origin in eligible source countries as defined in ITB 4.2 above and all expenditures under the Contract will be limited to such IT Products and Services. |
| | 5.3 | For the purposes of ITB 5.2 above - origin means the place where through software development, manufacturing, or substantial and major assembly or integration of components, a commercially recognized |

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| | | Product results that is substantially different in basic characteristics or in purpose or utility from its components. |
| 6. Intellectual Property | 6.1 | By signing the Bid Submission Form, the Bidder represents that it either is the owner of the Intellectual Property Rights in the Products and Services offered, or that it has proper authorization and/or license to offer them from the owner of such rights. Willful misrepresentation of these facts shall be considered fraudulent practice subject to the provisions of ITB 3.1 through 3.2 above, without prejudice of other remedies that the Employer may take. |
| 7. Status of Sub - Contractors | 7.1 | If it is allowed in the BDS for Sub-Contractors to be nominated for certain components to be taken into account in assessing the Bidder's overall qualifications, any Sub-Contractor so nominated by any Bidder is automatically disqualified from being a Bidder itself or a partner in a Joint Venture. Non-compliance may result in the rejection of all Bids in which the affected firm participates as Bidder or as partner in a Joint Venture. |
| | 7.2 | <p>Any firm not participating as Bidder or as partner in a Joint Venture may be proposed as a Sub-Contractor in any number of Bids.</p> <p>A firm which is a Bidder, whether as a single Bidder or as a partner in a Joint Venture, cannot be a Sub-Contractor in other Bids, except for the supply of commercially available Hardware or Software by the firm, as well as purely indicated services such as installation/configuration, routing training and ongoing maintenance support.</p> |
| | 7.3 | If a Bidder intends to Sub-Contract major items of Products and Services, it shall include in the Bid details of the name and nationality of the proposed Sub-Contractor, including vendors for each of those items and shall be responsible for ensuring that any Sub-Contractor proposed complies with the requirements of ITB 3. |

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| | 7.4 | Bidders are free to list more than one Sub-Contractor against each item. Quoted rates and prices will be deemed to apply, whichever Sub-Contractor is appointed, and no adjustment of the rates or prices will be permitted. The Employer reserves the right to delete any proposed Sub- Contractor from the list. This shall be done prior to Contract signature, by deleting such unacceptable Sub-Contractors in Volume 3-Appendix 3 of Section IX (Contract Forms), which shall list the approved Sub- Contractors for each item prior to Contract signature. Subsequent additions and deletions from the list of approved Sub-Contractors shall be performed in accordance with GC Clause 20. | | | | | | | | |
| | 7.5 | The Employer, where applicable, may select only some of the listed Sub- Contractors in evaluating a Bid. The criteria for selection will be set out in the BDS. | | | | | | | | |
| 8. Contacting the Employer | 8.1 | From the time of Bid advertisement to the time of Contract award, if any Bidder wishes to contact the Employer on any matter related to the Bid, it should do so in writing. | | | | | | | | |
| | 8.2 | If a Bidder tries to directly influence the Employer or otherwise interfere in the Bid submission and evaluation process and the Contract award decision, its Bid may be rejected. | | | | | | | | |
| B. Contents of Bidding Document | | | | | | | | | | |
| 9. Sections of Bidding Document | 9.1 | <p>The Bidding Document consists of Volume 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITB 11.</p> <table border="0"> <tr> <td>Volume 1</td> <td>Bidding Procedures</td> </tr> <tr> <td>Section I</td> <td>Instructions to Bidders (ITB)</td> </tr> <tr> <td>Section II</td> <td>Bid Data Sheet (BDS)</td> </tr> <tr> <td>Section III</td> <td>Evaluation and Qualification</td> </tr> </table> | Volume 1 | Bidding Procedures | Section I | Instructions to Bidders (ITB) | Section II | Bid Data Sheet (BDS) | Section III | Evaluation and Qualification |
| Volume 1 | Bidding Procedures | | | | | | | | | |
| Section I | Instructions to Bidders (ITB) | | | | | | | | | |
| Section II | Bid Data Sheet (BDS) | | | | | | | | | |
| Section III | Evaluation and Qualification | | | | | | | | | |

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| | | <p>Criteria</p> <p>Section IV Bidding Forms</p> <p>Section V Eligible Countries</p> <p>Volume 2 Requirements</p> <p>Section VI Schedule of Requirements</p> <p>Volume 3 Conditions of Contract and Contract Forms</p> <p>Section VII General Conditions (GC)</p> <p>Section VIII Particular Conditions (PC)</p> <p>Section IX Contract Forms</p> |
| | 9.2 | The Invitation for Bids issued by the Employer is not part of the Bidding Document and is intended for references only. In case of inconsistencies, the actual Bidding Documents shall prevail. |
| | 9.3 | The Employer is not responsible for the completeness of the Bidding Document and its addenda, if they were not obtained directly from the source stated by the Employer in the Invitation for Bids. |
| | 9.4 | The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information or documentation required by the Bidding Document may result in the rejection of the Bid. |
| 10. Clarification of Bidding Document, Site Visit, Pre-Bid Meeting | 10.1 | A prospective Bidder requiring any clarification of the Bidding Document shall contact the Employer in writing at the Employer’s address indicated in the BDS or raise his enquiries during the pre-Bid meeting if provided for in accordance with ITB 10.4. The Employer will respond to any request for clarification, provided that such request is received no later than fourteen (14) days prior to the deadline for submission of Bids. The Employer’s response shall be in writing with copies to all Bidders who have acquired the Bidding Document in accordance with ITB 9.3, including a description of the inquiry |

Section I – Instructions to the Bidders

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| | | but without identifying its source. Should the Employer deem it necessary to amend the Bidding Document as a result of a request for clarification, it shall do so following the procedure under ITB 11 and ITB 26.2. |
| | 10.2 | The Bidder, may on notifying the Employer in writing within the time stated in the BDS, visit and examine the site/s where the IT Products and Services are to be installed and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid and entering into a Contract for the provision of IT Products and Services. The costs of visiting site(s) shall be at the Bidder's own expense. |
| | 10.3 | The Bidder and any of its personnel or agents will be granted permission by the Employer to enter upon its premises and lands for the purpose of such visit, but only upon the express condition that the Bidder, its personnel, and agents will release and indemnify the Employer and its personnel and agents from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection. No site visits shall be arranged or scheduled after the deadline for submission of the Bids and prior to the award of the Contract. |
| | 10.4 | The Bidder's designated representative is invited to attend a pre-Bid meeting, if provided for in the BDS. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage. |
| | 10.5 | The Bidder is requested, as far as possible, to submit any questions in writing, to reach the Employer not later than one week before the meeting. |
| | 10.6 | Minutes of the pre-Bid meeting, including the text of the questions raised without identifying the source, and the responses given, together with any responses |

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| | | prepared after the meeting, will be transmitted promptly to all Bidders who have acquired the Bidding Document in accordance with ITB 9.3. Any modification to the Bidding Document that may become necessary as a result of the pre-Bid meeting shall be made by the Employer exclusively through the issue of an addendum pursuant to ITB 11 and not through the minutes of the pre-Bid meeting. |
| | 10.7 | Nonattendance at the pre-Bid meeting will not be a cause for disqualification of a Bidder. |
| 11. Amendment of Bidding Document | 11.1 | At any time prior to the deadline for submission of Bids, the Employer may amend the Bidding Document by issuing addenda. |
| | 11.2 | Any addendum issued shall be part of the Bidding Document and shall be communicated in writing to all who have obtained the Bidding Document from the Employer in accordance with ITB 9.3. |
| | 11.3 | To give prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Employer may, at its discretion, extend the deadline for the submission of Bids, pursuant to ITB 26.2. |
| C. Preparation of Bids | | |
| 12. Cost of Bidding | 12.1 | The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Employer shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process. |
| 13. Language of Bid | 13.1 | The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Employer, shall be written in the English language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purposes of |

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| | | interpretation of the Bid, such translation shall govern. |
| 14. Documents Comprising the Bid | 14.1 | The documents comprising the Bid are listed in Section IV (Bidding Forms), in the Bidder Response Format (BRF). Bidders must use the BRF provided to structure and submit their Bids. |
| | 14.2 | The Bid shall comprise two envelopes submitted simultaneously, one called the Technical Bid containing the documents listed in Table 1 (Bidder's Response Format – Technical Bid of Section IV (Bidding Forms), and the other the Price Bid containing the documents listed in Table 2 (Bidder's Response Format – Price Bid of Section IV (Bidding Forms), both envelopes enclosed together in an outer single envelope. |
| | 14.3 | Any other documents required as listed in the BDS |
| 15. Letter of Bid and Schedules | 15.1 | The Bidder shall complete the Letter of Bid, including the appropriate Price Schedules, using the relevant forms furnished in Section IV (Bidding Forms). The forms must be completed as instructed in each form. |
| 16. Alternative Bids | 16.1 | Unless otherwise specified in the BDS, alternative Bids shall not be considered. |
| 17. Documents Establishing the Eligibility of the IT Products and Services | 17.1 | To establish the eligibility of the IT Products and Services in accordance with ITB 5, Bidders shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV (Bidding Forms). |
| 18. Documents Establishing the Eligibility and Qualifications of the Bidder | 18.1 | To establish its eligibility and qualifications to perform the Contract in accordance with Section III (Evaluation and Qualification Criteria), the Bidder shall provide the information requested in the corresponding Bidder Response Format included in Section IV (Bidding Forms). |
| | 18.2 | Domestic Bidders, individually or in joint ventures, |

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| | | applying for eligibility for domestic preference shall supply all information required to satisfy the criteria for eligibility as described in ITB 38. |
| 19. Documents Establishing Conformity of the IT Products and Services | 19.1 | The Bidder shall furnish the information stipulated in Section IV (Bidding Forms), in sufficient detail to demonstrate substantial responsiveness of its Bid to the work requirements and the completion time. |
| | 19.2 | For major items of IT Products and Services which the Bidder intends to purchase or sub contract, the Bidder shall give details of the name and nationality of the proposed Sub-Contractors, including manufacturers, for each of those items. In addition, the Bidder shall include in its Bid information establishing compliance with the requirements specified by the Employer for these items. Quoted rates and prices will be deemed to apply to whichever Sub-Contractor is appointed, and no adjustment of the rates and prices will be permitted. |
| | 19.3 | The written evidence of conformity of the IT Products and Services shall be inserted into the tables that comprise the Bidder's response to items in Volume 2-Section VI (Schedule of Requirements) in the form of written descriptions, literature, diagrams, certifications, and client references. |
| | 19.4 | The Bidder will provide an item-by-item response to the Employer's Schedule of Requirements, demonstrating what the Bidder will provide, and how from a technical, functional, business or Service perspective, as appropriate, its IT Products and Services respond to the requirements. In demonstrating responsiveness, the commentary may include explicit cross references to the relevant pages in the supporting materials included in the Bid. Whenever a discrepancy arises between the item-by-item commentary and any catalogues, technical specifications, or other pre-printed materials submitted |

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| | | with the Bid, the item-by-item commentary shall prevail. |
| | 19.5 | A Preliminary Project Plan is required, the details of which are described in Volume 2 - Section VI (Schedule of Requirements). |
| | 19.6 | A written confirmation that the Bidder accepts responsibility for the successful integration and interoperability of all IT Products and Services as required by the Bidding Documents. |
| | 19.7 | For purposes of the commentary to be furnished pursuant to ITB 19.4, the Bidder shall note that any references to brand names or model numbers or national or proprietary standards designated by the Employer in Volume 2 - Section VI (Schedule of Requirements) are intended to be descriptive and not restrictive (except where explicitly prohibited in the BDS for specific items or standards). The Bidder may substitute alternative brand/model names or standards in its Bid, provided that it demonstrates to the Employer's satisfaction that the use of the substitute(s) will result in the IT Products and Services being able to perform substantially equivalent to or better than that specified in Volume 2 - Section VI (Schedule of Requirements). |
| 20. Bid Prices | 20.1 | Unless otherwise specified in the BDS, Bidders shall quote for the entire IT Products and Services on a single responsibility basis such that the total Bid price covers all the Contractor's obligations mentioned in or to be reasonably inferred from the Bidding Document in respect of the design, manufacture, including procurement and sub-Contracting (if any), delivery, construction, installation, completion, acceptance, commissioning and support of the IT Products and Services as specified in Volume 2 - Section VI (Schedule of Requirements). This includes all requirements under the Contractor's responsibilities for testing, pre-commissioning and commissioning of the IT Products and Services and, where so required by the Bidding Document, the acquisition of all |

Section I – Instructions to the Bidders

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| | | permits, approvals and licenses, etc.; the operation, maintenance and training services and such other items and services as may be specified in the Bidding Document, all in accordance with the requirements of the General Conditions. Items against which no price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed to be covered by the prices for other items. |
| | 20.2 | Bidders shall give a breakdown of the prices in the manner and detail called for in the Price Schedules included in Section IV (Bidding Forms). |
| | 20.3 | The price of items that the Bidder has left blank in the cost tables provided in the BRF shall be assumed to be included in the price of other items. Items omitted altogether from the price tables shall be assumed to be omitted from the Bid and, provided that the Bid is substantially responsive, an adjustment to the Bid price will be made during evaluation in accordance with ITB 42.1(c) (i). |
| | 20.4 | Unit prices must be quoted at a level of detail appropriate for calculation of any partial deliveries or partial payments under the Contract, in accordance with the Implementation Schedule in Volume 2 - Section VI (Schedule of Requirements), and with Volume 3 - GC and Appendix 7 (Terms and Procedures for Payment). Bidders may be required to provide breakdown of any composite or lump-sum items included in the price tables. |
| | 20.5 | <p>The prices for IT Products and Services are to be expressed and shall be defined and governed in accordance with the rules prescribed in the edition of Incoterms specified in the BDS, and quoted in the appropriate columns of the cost tables in the BRF as follows:</p> <p>(a) Products supplied from outside the Employer’s country:</p> <p>Unless otherwise specified in the BDS, the prices shall be quoted on a CIP (named place of</p> |

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| | | <p>destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in the Employer’s country. The named place of destination and special instructions for the Contract of carriage are as specified in the BDS. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Bidder may obtain insurance Services from any eligible source country.</p> <p>(b) Locally supplied Products:</p> <p>Unit prices of Products offered from within the Employer’s Country, shall be quoted on an EXW (ex-factory, ex works, ex warehouse or off-the-shelf, as applicable) basis.</p> <p>(c) Inland transportation:</p> <p>Unless states otherwise in the BDS, inland transportation, insurance and related local costs incidental to the delivery of the Products to the designated Project Sites must be quoted separately as a Service item in accordance with ITB 20.6, whether the Products are to be supplied locally or from outside the Employer’s country, except when these costs are already included in the price of the Products, as is, e.g., the case, when ITB 20.5(a) specifies CIP, and the named places of destination are the Project Sites.</p> |
| | 20.6 | <p>The price of Services shall be quoted in total for each service (where appropriate, broken down into unit prices), separated into their local and foreign currency components. Unless otherwise specified in the BDS, the prices must include all costs incidental to the performance of the Services, as incurred by the Contractor, such as transportation, travel, subsistence, office support, communications, translation, printing of materials, etc. costs incidental to the delivery of the services but incurred by the Employer or its staff, or by third parties, must be included in the price only to the extent such obligations are made explicit in these Bidding Documents (as, e.g., a requirement for</p> |

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| | | the Bidder to include the travel and subsistence costs of trainees). |
| | 20.7 | Prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in Volume 3- GCC Clause 1.1 and prices for Recurrent Costs to be incurred during the Post-Warranty Services Period, defined in PC Clause 1 shall be quoted as Service prices in accordance with ITB 20.6 on the Recurrent Costs Form in detail, and on the Recurrent Costs Summary Form in currency total. Recurrent costs are all-inclusive of the costs necessary items such as spare parts, software license renewals, labor, etc., needed for the continued and proper operation of the IT Products and Services and, if appropriate, of the Bidder's own allowance for price increases. |
| | 20.8 | The prices shall be either fixed or adjustable as specified in the BDS. |
| | 20.9 | In the case of Fixed Price , 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. |
| | 20.10 | In the case of Adjustable Price , prices quoted by the Bidder shall be subject to adjustment during performance of the Contract to reflect changes in the cost elements such as labor, material, transport and Contractor's equipment in accordance with the procedures specified in the corresponding Appendix to the Contract Agreement. A Bid submitted with a fixed price quotation will not be rejected, but the price adjustment will be treated as zero. Bidders are required to indicate the source of labor and material indices in the corresponding Form in Section IV (Bidding Forms). |
| | 20.11 | If so indicated in the BDS, Bids are being invited for individual lots (Contracts) or for any combination of lots (packages). Bidders wishing to offer any price |

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| | | reduction (discount) for the award of more than one Contract shall specify in their Letter of Bid the price reductions applicable to each package, or alternatively, to individual Contracts within the package, and the manner in which the price reductions will apply. |
| | 20.12 | If the BDS allows Bidders to quote separate prices for different lots (Contracts), and the award to a single Bidder of multiple lots (Contracts), the methodology to determine the lowest evaluated responsive price of the lot (Contract) combinations, including any discounts offered in the Letter of Bid, is specified in Section III (Evaluation and Qualification Criteria). |
| 21. Currencies of Bid and Payment | 21.1 | The currency(ies) of the Bid shall be, as specified in the BDS. |
| | 21.2 | Bidders may be required by the Employer to justify, to the Employer's satisfaction, their local and foreign currency requirements. |
| 22. Period of Validity of Bids | 22.1 | Bids shall remain valid for the period specified in the BDS after the Bid submission deadline date prescribed by the Employer. A Bid valid for a shorter period less than the period specified shall be rejected by the Employer as non-responsive. |
| | 22.2 | In exceptional circumstances, prior to the expiration of the closing date period, the Employer 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 23, the Bidder granting the request shall also extend the Bid Security for twenty- eight (28) days beyond the deadline of the extended validity 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. |
| 23. Bid Security | 23.1 | The Bidder shall furnish as part of its Bid, either a Bid-Securing Declaration or a Bid Security as specified in the BDS, in original form and in the amount and |

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| | | currency specified in the BDS. |
| | 23.2 | <p>The Bid Security shall be a demand guarantee in any of the following forms at the Bidder’s option:</p> <ul style="list-style-type: none"> (a) an unconditional bank guarantee; (b) an irrevocable letter of credit; or (c) a cashier’s or certified check; <p>from a reputable source from an eligible country. The Bid security shall be submitted either using the Bid Security Form included in Section IV (Bidding Forms) or in another substantially similar format approved by the Employer prior to Bid submission. In either case, the form must include the complete name of the Bidder. The Bid security shall be valid for twenty-eight days (28) beyond the original validity period of the Bid, or beyond any period of extension if requested under ITB 22.2.</p> |
| | 23.3 | Any Bid not accompanied by an enforceable and compliant Bid security shall be rejected by the Employer as non-responsive. |
| | 23.4 | 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 49. |
| | 23.5 | The Bid security of the successful Bidder shall be returned as promptly as possible once the successful Bidder has signed the Contract and furnished the required performance security. |
| | 23.6 | <p>The Bid security may be forfeited:</p> <ul style="list-style-type: none"> (a) if a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Letter of Bid or (b) if the successful Bidder fails to: <ul style="list-style-type: none"> (i) Sign the Contract in accordance with ITB 48; or |

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| | | (ii) Furnish a performance security in accordance with ITB 49. |
| | 23.7 | The Bid Security of a JV shall 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 referred to in ITB 4.1. |
| | 23.8 | <p>If a Bid security is not required in the BDS, and</p> <p>(a) a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Letter of Bid, except as provided in ITB 22.2, or</p> <p>(b) the successful Bidder fails to:</p> <p>(i) sign the Contract in accordance with ITB 48; or</p> <p>(ii) furnish a performance security in accordance with ITB 49;</p> <p>the Employer may, if provided for in the BDS declare the Bidder disqualified to be awarded a contract by the Employer for a period of time as stated in the BDS.</p> |
| 24. Format and Signing of Bid | 24.1 | The Bidder shall prepare one original of the documents comprising the Bid as described in ITB 14 and clearly mark it —ORIGINAL. In addition, the Bidder shall submit copies of the Bid, in the number specified in the BDS and clearly mark them —COPY. In the event of any discrepancy between the original and the copies, the original shall prevail. |
| | 24.2 | The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the BDS and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the original Bid where entries or amendments have been made shall be signed or initialed by the person signing the Bid. |

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| | 24.3 | A Bid submitted by a JV shall be signed so as to be legally binding on all partners. |
| | 24.4 | Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Bid. |
| D. Submission and Opening of Bids | | |
| 25. Submission, Sealing and Marking of Bids | 25.1 | <p>Bidders may always submit their Bids by mail or by hand. When so specified in the BDS, Bidders shall have the option of submitting their Bids electronically. Procedures for submission, sealing and marking are as follows:</p> <p>(a) Bidders submitting Bids by mail or by hand shall enclose the original and each copy of the Bid, including alternative Bids, if permitted in accordance with ITB 16, in separate sealed envelopes, duly marking the envelopes as “ORIGINAL”, “ALTERNATIVE” and “COPY”. These envelopes containing the original and the copies shall then be enclosed in one single envelope. The rest of the procedure shall be in accordance with ITB 25.2 and 25.3.</p> <p>(b) Bidders submitting the Bids electronically shall follow the electronic Bid submission procedures specified in the BDS.</p> |
| | 25.2 | <p>The inner and outer envelopes shall:</p> <p>(a) Bear the name and address of the Bidder;</p> <p>(b) Be addressed to the Employer in accordance with ITB 25.1;</p> <p>(c) Bear the specific identification of this Bidding process indicated in accordance with ITB 1.1; and</p> <p>(d) Bear a warning not to open before the time and date for Bid opening.</p> |
| | 25.3 | If all envelopes are not sealed and marked as required, the Employer will assume no responsibility |

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| | | for the misplacement or premature opening of the Bid. |
| 26. Deadline for Submission of Bids | 26.1 | Bids must be received by the Employer at the address and no later than the date and time indicated in the BDS. |
| | 26.2 | The Employer may, at its discretion, extend the deadline for the submission of Bids by amending the Bidding Document in accordance with ITB 11, in which case all rights and obligations of the Employer and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended. |
| 27. Late Bids | 27.1 | The Employer shall not consider any Bid that arrives after the deadline for submission of Bids, in accordance with ITB 26. Any Bid received by the Employer after the deadline for submission of Bids shall be declared late, rejected, and returned unopened to the Bidder. |
| 28. Withdrawal, Substitution, and Modification of Bids | 28.1 | A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITB 24.2, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Bid must accompany the respective written notice. All notices must be: <ul style="list-style-type: none"> (a) Prepared and submitted in accordance with ITB 24 and ITB 25 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked “WITHDRAWAL”, “SUBSTITUTION”, “MODIFICATION” and; (b) Received by the Employer prior to the deadline prescribed for submission of Bids, in accordance with ITB 26. |
| | 28.2 | Bids requested to be withdrawn in accordance with ITB 28 shall be returned unopened to the Bidders. |
| | 28.3 | No Bid may be withdrawn, substituted, or modified in |

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| | | the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Letter of Bid or any extension thereof. |
| 29. Bid opening | 29.1 | The Employer shall conduct the opening of Technical Bids in the presence of Bidders' designated representatives who choose to attend, and at the address, date and time specified in the BDS. Any specific electronic Bid opening procedures required if electronic Bidding is permitted in accordance with ITB Sub-clause 25.1 shall be as specified in the BDS. The Price Bids will remain unopened and will be held in custody of the Employer until the specified time of their opening. If the Technical Bid and the Price Bid are submitted together in one envelope, the Employer may reject the entire Bid. Alternatively, the Price Proposal may be immediately resealed by the bid opening committee for evaluation. |
| | 29.2 | First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding Bid shall not be opened, but returned to the Bidder. No Bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Bid opening. Next, envelopes marked "SUBSTITUTION" shall be opened. The inner envelopes containing the Substitution Technical Bid and/or Substitution Price Bid shall be exchanged for the corresponding envelopes being substituted, which are to be returned to the Bidder unopened. Only the Substitution Technical Bid, if any, shall be opened, read out, and recorded. Substitution Price Bid will remain unopened in accordance with ITB Sub-Clause 29.1. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at Bid opening. Envelopes marked "MODIFICATION" shall be opened. No Technical Bid and/or Price Bid shall be modified unless the corresponding Modification Notice contains a valid |

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| | | authorization to request the modification and is read out and recorded at the opening of Technical Bids. Only the Technical Bids, both Original as well as Modification are to be opened, read out, and recorded at the opening. Price Bids, both Original as well as Modification, will remain unopened in accordance with ITB Sub-Clause 29.1. |
| | 29.3 | All other envelopes holding the Technical Bids shall be opened one at a time, reading out: the name of the Bidder, and indicating whether there is a modification or substitution; the presence or absence of a Bid security and any other details as the Employer may consider appropriate. Only Technical Bids and alternative Technical Bids read out and recorded at Bid opening shall be considered for evaluation. No Bid shall be rejected at Bid opening except for late Bids, in accordance with ITB 27.1. |
| | 29.4 | The Employer shall prepare a record of the opening of Technical Bids that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, substitution, or modification and the presence or absence of a Bid security or a Bid securing declaration, if one was required. The Bidders' representatives who are present shall be requested to sign the record. The omission of a Bidder's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Bidders who submitted Bids in time. |
| | 29.5 | At the end of the evaluation of the Technical Bids, the Employer will invite Bidders who have submitted substantially responsive Technical Bids and who have been determined as being qualified for award to attend the opening of the Price Bids. The date, time, and location of the opening of Price Bids will be advised in writing by the Employer. Bidders shall be given reasonable notice of the opening of Price Bids. |
| | 29.6 | The Employer will notify Bidders in writing who have been rejected on the grounds of their Technical Bids being substantially non-responsive to the requirements |

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| | | of the Bidding Document and return their Price Bids unopened. |
| | 29.7 | The Employer shall conduct the opening of Price Bids of all Bidders who submitted substantially responsive Technical Bids, in the presence of Bidders' representatives who choose to attend at the address, date and time specified by the Employer. The Bidder's representatives who are present shall be requested to sign a register evidencing their attendance |
| | 29.8 | All other envelopes holding Price Bids shall be opened one at a time, reading out: the name of the Bidder, and indicating whether there is a modification or substitution; the Bid Prices, including any discounts and alternative offers, and any other details as the Employer may consider appropriate. Only Price Bids, discounts, and alternative offers read out and recorded during the opening of Price Bids shall be considered for evaluation. No Bid shall be rejected at Bid opening. |
| | 29.9 | The Employer shall prepare a record of the opening of Price Bids that shall include, as a minimum: the name of the Bidder, the Bid Price (per lot if applicable), any discounts, and alternative offers. The Bidders' representatives who are present shall be requested to sign the record. The omission of a Bidder's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Bidders who submitted Bids in time. |
| E. Evaluation and Comparison of Bids | | |
| 30. Confidentiality | 30.1 | Information relating to the evaluation of Bids and recommendation of Contract award shall not be disclosed to Bidders or any other persons not officially concerned with such process until the publication of Contract award. |
| | 30.2 | Any attempt by a Bidder to influence the Employer in the evaluation of the Bids or Contract award |

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| | | decisions may result in the rejection of its Bid. |
| | 30.3 | Notwithstanding ITB 30.2, from the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Employer on any matter related to the Bidding process, it should do so in writing. |
| 31. Clarification of Bids | 31.1 | To assist in the examination, evaluation, and comparison of the Technical and Price Bids, and qualification of the Bidders, the Employer may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder that is not in response to a request by the Employer shall not be considered. The Employer's request for clarification and the response shall be in writing. No change in the Technical Bid or prices in the Price Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the Bids, in accordance with ITB 39. |
| | 31.2 | If a Bidder does not provide clarifications of its Bid by the date and time set in the Employer's request for clarification, its Bid may be rejected. |
| 32. Deviations, Reservations, and Omissions | 32.1 | During the evaluation of Bids, the following definitions apply: (a) Deviation: is a departure from the requirements specified in the Bidding Document; (b) Reservation: is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Document; and (c) Omission: is the failure to submit part or all of the information or documentation required in the Bidding Document. |
| 33. Preliminary Examination of Technical Bids | 33.1 | The Employer shall examine the Technical Bid to confirm that all documents and technical documentation referenced in ITB Sub-Clause 14.2 have been provided, and to determine the completeness of each document submitted. If any of |

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| | | these documents or information is missing, the Bid may be rejected. |
| | 33.2 | <p>The Employer shall confirm that the following documents and information have been provided in the Technical Bid. If any of these documents or information is missing, the offer shall be rejected.</p> <p>(a) Letter of Technical Bid;</p> <p>(b) written confirmation of authorization to commit the Bidder;</p> <p>(c) Bid Security, if applicable; and</p> <p>(d) Technical Proposal in accordance with ITB 19.</p> |
| 34. Responsiveness of Technical Bid | 34.1 | The Employer's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, as defined in ITB 14. |
| | 34.2 | <p>A substantially responsive Technical Bid is one that meets the requirements of the Bidding Document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,</p> <p>(a) if accepted, would:</p> <p>i. affect in any substantial way the scope, quality, or performance of the IT Products and Services specified in the Contract; or</p> <p>ii. limit in any substantial way, inconsistent with the Bidding Document, the Employer's rights or the Bidder's obligations under the proposed Contract; or</p> <p>(b) if rectified, would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids</p> |
| | 34.3 | The Employer shall examine the technical aspects of the Bid submitted in accordance with ITB 19, Documents Establishing Conformity of the IT Products and Services, in particular, to confirm that all requirements of Section VI (Schedule of Requirements) have been met without any material |

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| | | deviation, reservation, or omission. |
| | 34.4 | If a Bid is not substantially responsive to the requirements of the Bidding Document, it shall be rejected by the Employer and may not subsequently be made responsive by correction of the material deviation, reservation, or omission. |
| 35. Nonmaterial Nonconformities | 35.1 | Provided that a Bid is substantially responsive, the Employer may waive any nonconformity in the Bid that does not constitute a material deviation, reservation or omission. |
| | 35.2 | Provided that a Bid is substantially responsive, the Employer may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid. |
| | 35.3 | Provided that a Bid is substantially responsive, the Employer shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component. The adjustment shall be made using the method indicated in Section III (Evaluation and Qualification Criteria). |
| 36. Evaluation of Bids | 36.1 | The Employer will evaluate and compare the Bids that have been determined to be substantially responsive, pursuant to ITB 32, 33, 34 and 35. The evaluation will be performed assuming either that: (a) the Contract will be awarded to the lowest evaluated responsive Bidder for the entire IT Products and Services required by the Employer; or |

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| | | (b) if specified in the Section III (Evaluation and Qualification Criteria), Contracts will be awarded to the Bidders for each individual lot, or slice defined in Section VI (Schedule of Requirements) whose Bids result in the lowest combined evaluated price for the entire IT Products and Services required by the Employer. |
| | 36.2 | The Employer shall use the criteria and methodologies indicated in ITB 36 to ITB 43. No other evaluation criteria or methodologies shall be permitted. |
| | 36.3 | The Employer's evaluation of a Bid will be made on the basis of prices quoted in accordance with ITB 20. |
| 37. Detailed Evaluation of Technical Bids | 37.1 | The Employer will carry out a detailed technical evaluation of the Bids not previously rejected as being substantially non-responsive, in order to determine whether the technical aspects are in compliance with the Bidding Document. In order to reach such a determination, the Employer will examine and compare the technical aspects of the Bids on the basis of the information supplied by the Bidders. |
| | 37.2 | <p>If the Employer has chosen to give weight to important technical factors (i.e., the price weight, X, is less than 100 in the evaluation), that cannot be reduced to life-cycle costs or pass/fail criteria, the Total Technical Points assigned to each Bid in the Evaluated Bid Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the Bid in accordance with the criteria set forth below.</p> <p>(a) The categories of technical features that could be evaluated are generally defined below and specifically identified in Section III (Evaluation and Qualification Criteria):</p> |

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| | | | <p>(i) Performance, capacity, or functionality features such as those that either exceed levels specified as mandatory or desirable in Section VI (Schedule of Requirements); meet the Employer's business requirements, reduce the Employer's level of risk, or influence the life-cycle cost and effectiveness of the Products and Services</p> <p>(ii) Usability features, such as ease of use, ease of administration and implementation, or ease of expansion, compatibility with existing infrastructure, systems and applications, which influence life-cycle cost and effectiveness of the Products and Services.</p> <p>(iii) The thoroughness, reasonableness, and responsiveness of the Bidder's preliminary plans such as the project plan, implementation plan, and transition plan in assisting the Employer to successfully achieve its requirements.</p> <p>(iv) The thoroughness, reasonableness, and responsiveness of the proposed arrangements for support such as management and coordination, training, quality assurance, technical support, logistics, problem resolution, and transfer of knowledge, and other such activities as specified in the Volume 2- Section VI (Schedule of Requirements).</p> <p>(v) Other relevant factors, if any, listed in Section III (Evaluation and Qualification Criteria).</p> <p>(b) As specified in the Section III (Evaluation and Qualification Criteria), appropriate features within these technical categories will be identified and given a weighting as part of the technical evaluation.</p> |
| | | 37.3 | <p>Where alternative technical solutions have been allowed in accordance with ITB 16, and offered by the Bidder, the Employer will make a similar evaluation of the alternatives. Where alternatives have not been allowed</p> |

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| | | | but have been offered, they shall be ignored. |
| 38. Eligibility and Qualification of the Bidder | 38.1 | | The Employer shall determine to its satisfaction during the evaluation of Technical Bids whether a Bidder meets the eligibility and qualifying criteria specified in Section III (Evaluation and Qualification Criteria). |
| | 38.2 | | The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB 18. |
| | 38.3 | | An affirmative determination shall be a prerequisite for the opening and evaluation of a Bidder's Price Bid. A negative determination shall result into the disqualification of the Bid, in which event the Employer shall return the unopened Price Bid to the Bidder. |
| | 38.4 | | The capabilities of the manufacturers and Sub Contractors proposed in its Bid to be used by the Bidder will also be evaluated for acceptability in accordance with Section III (Evaluation and Qualification Criteria). Their participation should be confirmed with a letter of intent between the parties, as needed. Should a manufacturer or Sub Contractor be determined to be unacceptable, the Bid will not be rejected, but the Bidder will be required to substitute an acceptable manufacturer or Sub Contractor without any change to the Bid price. Prior to signing the Contract, the corresponding Appendix to the Contract Agreement shall be completed, listing the approved manufacturers or Sub Contractors for each item concerned. |
| 39. Correction of Arithmetical Errors | 39.1 | | During the evaluation of Price Bids, the Employer shall correct arithmetical errors on the following basis: if there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between added or subtracted subtotals and totals, the unit or subtotal price shall prevail and the total price |

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| | | <p>shall be corrected, unless in the opinion of the Employer there is an obvious misplacement of the decimal point in the unit or subtotal prices, in which case the line item total as quoted shall govern and the unit price or subtotal shall be corrected.</p> <p>if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) above.</p> | |
| | | 39.2 | If the Bidder that submitted the lowest evaluated substantially responsive Bid does not accept the correction of errors, its Bid shall be declared non-responsive. |
| 40. Conversion to Single Currency | | 40.1 | For evaluation and comparison purposes, the currency(ies) of the Bid shall be converted into a single currency as specified in the BDS. |
| 41. Margin of Preference | | 41.1 | Unless otherwise specified in the BDS, no margin of preference shall apply. |
| 42. Evaluation of Price Bids | | 42.1 | <p>The Evaluated Bid Price (P) for each responsive Bid will be determined as the sum of the Adjusted Bid Price (AP) plus the Recurrent Costs (R); where the Adjusted Bid Price (AP) is determined as:</p> <p>(a) The price of the IT Products offered from within or from outside the Employer’s country, in accordance with ITB 20.5; plus</p> <p>(b) The total price for all Services such as software development, transportation, insurance, installation, customization, integration, commissioning, testing, acceptance, training, technical support, repair, and any other Services.</p> <p>(c) With adjustments for:</p> <p>(i) Products and Services that are left out or are necessary to correct minor deviations of the Bid will be added to the total Bid price using costs taken from the highest prices from</p> |

| | | |
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| | | <p>other responsive Bids for the same Products and Services, or in the absence of such information, the cost will be estimated at prevailing list prices. If the missing Products and Services are scored as a technical failure, the relevant score will be set at zero</p> <p>(ii) Price adjustment due to quantifiable non material nonconformities in accordance with ITB 35.</p> <p>(iii) Corrections to errors in arithmetic, in accordance with ITB 39</p> <p>(iv) Converting the amount resulting from applying (i) to (iii) above, if relevant, to a single currency in accordance with ITB 40.</p> <p>(v) The evaluation factors indicated in Section III (Evaluation and Qualification Criteria).</p> <p>(d) The Recurrent Costs (R) are reduced to net present value and determined using the following formula:</p> $R = \sum_{x=1}^{N+M} \frac{R_x}{(1+I)^x}$ <p>Where,</p> <p>N = number of years of the Warranty Period, defined in PC Clause 29.2 (C)</p> <p>M = number of years of the Post-Warranty Services Period, as defined in PC Clause 1</p> <p>X = an index number 1, 2, 3, ... N + M representing each year of the combined Warranty Service and Post-Warranty Service Periods</p> <p>R_x = total Recurrent Costs per year “x,” as recorded in the Recurrent Cost Form</p> <p>I = discount rate to be used for the Net Present Value calculation, as specified in BDS.</p> |
| | 42.2 | <p>If price adjustment is allowed in accordance with ITB 20.8, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over</p> |

| | | | |
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| | | | the period of execution of the Contract, shall not be taken into account in Bid evaluation. |
| | | 42.3 | If this Bidding Document allows Bidders to quote separate prices for different lots (Contracts), and the award to a single Bidder of multiple lots (Contracts), the methodology to determine the lowest evaluated price of the lot (Contract) combinations, including any discounts offered in the Letter of Bid, is specified in Section III (Evaluation and Qualification Criteria). |
| | | 42.4 | If the Bid, which results in the Lowest Evaluated substantially responsive Bid, is seriously unbalanced or front loaded in the opinion of the Employer, the Employer may require the Bidder to produce detailed price analyses for any or all items of the Price Schedules, to demonstrate the internal consistency of those prices with the methods and time schedule proposed. After evaluation of the price analysis, taking into consideration the terms of payment, the Employer may require that the amount of the performance security be increased at the expense of the Bidder to a level sufficient to protect the Employer against financial loss in the event of default of the successful Bidder under the Contract. |
| | | 43. Comparison of Bids | 43.1 The Employer shall compare all substantially responsive Bids in accordance with ITB 42.1 to determine the lowest evaluated substantially responsive Bid. |
| | | 44. Employer's Right to Accept Any Bid, and to Reject Any or All Bids | 44.1 The Employer reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to Bidders without specifying any reason. In case of annulment, all Bids submitted and specifically, Bid securities, shall be promptly returned to the Bidders. |
| | | | |

| F. Award of Contract | | |
|---|------|---|
| 45. Employer’s Right to Vary Quantities at Time of Award | 45.1 | <p>The Employer reserves the right at the time of Contract award to increase or decrease, by the percentage(s) indicated in the BDS, any of the following:</p> <ul style="list-style-type: none"> (a) the quantity of substantially identical IT Products and Services; or (b) the quantity of individual Hardware, Software, related equipment, Materials, products, and other Goods that are components of the Project to which this procurement applies; or (c) the quantity of Installation or other Services to be performed, <p>From that originally specified in Section VI (Schedule of Requirements) (as amended by any Addenda issued pursuant to ITB Clause 11), without any change in unit prices or other items and conditions.</p> |
| 46. Award Criteria | 46.1 | <p>The Employer shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated responsive Bid and is substantially responsive to the Bidding Document, provided further that the Bidder is determined to be eligible and qualified to perform the Contract satisfactorily.</p> |
| 47. Notification of Award | 47.1 | <p>Prior to the expiration of the period of Bid validity, the Employer shall notify the successful Bidder, in writing, that its Bid has been accepted. The notification letter (hereinafter and in the Conditions of Contract and Contract Forms called the -Letter of Acceptance) shall specify the sum that the Employer will pay the Contractor in consideration of the execution and completion of the IT Products and Services (hereinafter and in the Conditions of Contract and Contract Forms called Contract Price</p> |
| | 47.2 | <p>At the same time, the Employer shall also notify all other Bidders of the results of the Bidding, and shall publish the results identifying the Bid and lot numbers</p> |

| | | |
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| | | and the following information: (i) name of each Bidder who submitted a Bid; (ii) Bid prices as read out at Bid Opening; (iii) name and evaluated prices (and Bid score if weighted scoring system was used) of each Bid that was evaluated; (iv) name of Bidders whose Bids were rejected and the reasons for their rejection; and (v) name of the winning Bidder, and the Price it offered, as well as the duration and summary scope of the Contract awarded. |
| | 47.3 | Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract. |
| | 47.4 | The Employer shall promptly respond in writing to any unsuccessful Bidder who, after notification of award in accordance to ITB 47.2, requests in writing the grounds on which its Bid was not selected. |
| 48. Signing of Contract | 48.1 | Promptly upon notification, the Employer shall send the successful Bidder the Contract Agreement. |
| | 48.2 | Within twenty-eight (28) days of receipt of the Contract Agreement, the successful Bidder shall sign, date, and return the Contract Agreement to the Employer. |
| 49. Performance Security | 49.1 | Within twenty-eight (28) days of the receipt of notification of award from the Employer, the successful Bidder shall furnish the performance security in accordance with the General Conditions, subject to ITB 42.4, using for that purpose the Performance Security Form included in Section IX (Contract Forms), or another form acceptable to the Employer. |
| | 49.2 | 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 Employer may award the Contract to the next lowest evaluated substantially responsive Bidder whose offer is substantially responsive and is determined by the Employer to be qualified to perform |

| | | |
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| | | the Contract satisfactorily. |
| 50. Adjudicator | 50.1 | <p>Unless the BDS states otherwise, the Employer proposes that the person named in the BDS be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in GC Clause 52. In this case, a resume of the named person is attached to the BDS. The proposed hourly fee of the Adjudicator is specified in the BDS. The expenses that would be considered reimbursable to the Adjudicator are also specified in the BDS. If a Bidder does not accept the Adjudicator proposed by the Employer, it should state its non-acceptance in its Bid Submission Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a resume of the alternative. If the successful Bidder and the Adjudicator nominated in the BDS happen to be from the same country, and this is not the country of the Employer too, the Employer reserves the right to cancel the Adjudicator nominated in the BDS and propose a new one. If by the day the Contract is signed, the Employer and the successful Bidder have not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed, at the request of either party, by the Appointing Authority specified in the PC clause relating to GC Clause 52.1(e), or if no Appointing Authority is specified there, the Contract will be implemented without an Adjudicator.</p> |

Section II – Bid Data Sheet

| A. Introduction | |
|--|--|
| ITB 1.1 | <p>The number of the Invitation for Bids is: CUS/LOG/S/08/EES</p> <p>The Employer is: Director General of Department of Sri Lanka Customs</p> <p>The name of the NCB is:</p> <p>Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution</p> <p>The identification number of the NCB is: CUS/LOG/S/08/EES</p> |
| ITB 2.1 | Source of Funds Government of the Democratic Socialist Republic of Sri Lanka |
| ITB 4.1 | Foreign Bidders and Joint Ventures are not allowed to bid. |
| ITB 7.1 | Sub Contracts are not allowed to bid. |
| ITB 7.5 | Not Applicable |
| B. Contents of Bidding Document | |
| ITB 10.1 | <p>For Clarification of Bid purposes only, the Purchaser's address is:</p> <p>Attention: Director of Customs (Logistics)</p> <p>Address: Logistics Directorate, 6th Floor, Sri Lanka Customs, No. 40, Main Street, Colombo 11.</p> <p>Telephone: 011 - 2221680</p> <p>Facsimile Number: 011 – 2436096</p> <p>Requests for clarification should be received by the Purchaser no later than 7days prior to the deadline for submission of Bids.</p> |
| ITB 10.2 | A site visit will not be organized by the Employer. |
| ITB 10.4 | <p>A Pre-Bid meeting will be held:</p> <p>Date: 09th October 2023</p> <p>Time: 10.30 AM</p> <p>Location : Logistics Directorate, 6th Floor, Sri Lanka Customs, No. 40, Main Street, Colombo 11.</p> |
| | |

| C. Preparation of Bids | |
|-------------------------------|--|
| ITB 16.1 | Alternative Bids shall be permitted for the following Software, Products and/or Services. Not Applicable. |
| ITB 19.7 | The use of specific item brand names and/or standards is not prohibited . In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders are required to offer specific brand names and models for each component. |
| ITB 20.1 | Bidder shall quote for the entire System and Services on a —single responsibility basis unless exceptions are listed as follows: "No exceptions" |
| ITB 20.5 | The Incoterms edition is —Incoterms 2020 The Incoterm for quoting Goods, System Software and Services manufactured/ supplied within the Employer’s country is: Delivered Duty Paid (DDP) |
| ITB 20.5(a) | For (foreign) Goods, System Software and Services supplied outside Sri Lanka shall be quoted on Delivered Duty Paid (DDP), inclusive of all taxes, stamps, custom duties, levies & fees imposed in Sri Lanka except VAT for the Goods at the time of invoicing or sales transaction, if the contract is awarded. |
| ITB 20.6 | Prices of services must include all Taxes, Duties, levies, fees, whatsoever except only VAT |
| ITB 20.8 | The prices quoted by the Bidder shall be Fixed |
| ITB 20.11 | Bids are not being invited for individual lots (contracts) or for any combination of lots (packages) |
| ITB 21.1 | Bid prices shall be quoted only in Sri Lankan Rupees (LKR) |
| ITB 22.1 | The bid validity period shall be 119 days after the Deadline for Submission of Bids, as specified below in reference to ITB Clause 26. The bid shall be valid until and inclusive of 24th January 2024 |
| ITB 23.1 | Bids shall include a Bid Security issued by bank using the form included in Section IV (Bidding Forms). The amount and currency of the bid security shall be ; Sri Lanka Rupees Two Million (LKR. 2,000,000.00). The Bid Security shall be issued in favour of Director General of Customs |

| | |
|--|--|
| ITB 23.2 | <p>Bid Security must be submitted using only the prescribed form included in this Bidding Document.</p> <p>Bid Security should be from a Commercial Bank and valid for 28 days beyond the original validity period of the bid. i.e 21st February 2024</p> |
| ITB 24.1 | <p>In addition to the original copy of the bid, the number of copies is: For Technical proposals one (1) Copy.</p> <p>In addition, one softcopy of the technical proposals must also be submitted in PDF format.</p> <p>However, bidder shall not include any cost/financial proposals in technical proposals. <u>If the bidder includes any financial proposals with technical proposals or inside the technical proposals envelop its bid will be rejected.</u></p> <p>For Financial proposals only original in a separate envelope. Please note that only financial proposals such as Bid Form, Price Schedule Forms, Grand Summary Cost Table and all other relevant cost tables should be included.</p> <p>NOTE; (As this Procurement is —Single stage-Two envelops, the Technical and Financial proposals should be in two separate sealed envelopes and both should be put in to one outer cover).</p> |
| ITB 24.2 | <p>The written confirmation of authorization to sign on behalf of the Bidder shall consist of:</p> <ol style="list-style-type: none"> If a bid submitted by a Limited liability company or a corporation; Power of Attorney (either notarized or attested by an appropriate authority in the Bidder's home country) or a Board resolution certified by the company secretary. If a bid is submitted by a partnership: Power of Attorney shall be either notarized or attested by an appropriate authority in the Bidder's home country. If a bid is submitted by a Single Proprietor: Power of Attorney shall be required only if the bid is signed by (i) person other than the single proprietor who is the bidder; or (ii) a person other than the owner of a single Proprietorship who is the bidder. |
| D. Submission and Opening of Bids | |
| ITB 25.1 | Bidders will not have the option of submitting their bids electronically . |
| ITB 25.1 (b) | Not Applicable |
| ITB 26.1 | <p>For <u>Bid submission purposes</u> only, the Purchaser's address is: Attention: Director of Customs (Logistics) Address: Logistics Directorate, 6th Floor, Sri Lanka Customs, No. 40, Main</p> |

| | |
|---|---|
| | <p>Street, Colombo11</p> <p>The deadline for Bid submission is:</p> <p>Date: 25th October 2023</p> <p>Time: 3.00 pm</p> |
| ITB 29.1 | <p>The Bid opening shall take place at:</p> <p>Address: Logistics Directorate, 6th Floor, Sri Lanka Customs, No. 40, Main Street, Colombo11</p> <p>Date: 25th October 2023</p> <p>Time: 3.00 pm</p> |
| ITB 29.1 | Electronic bid submission is not permitted . |
| E. Evaluation and Comparison of Bids | |
| ITB 40.1 | The currency that shall be used for bid evaluation and comparison purposes to convert all bid prices expressed in various currencies into a single currency is: Not Applicable |
| ITB 41.1 | A margin of preference shall not apply . |
| ITB 42.1.(d) | The Net Present Value (NPV) discount rate (I) is : not applicable |
| ITB 45 | The Employer reserves the right to vary the quantities in Section IV (Schedule of Requirements) by plus or minus 20% |
| ITB 50 | <p>The proposed Adjudicator is: University of Colombo / University of Moratuwa will appoint Adjudicator as and when required</p> <p>If an Adjudicator is proposed, then: The proposed hourly fee is LKR 10,000.00</p> <p>The expenses that would be considered reimbursable to the Adjudicator are: will be decided as and when necessary.</p> |

Section III – Evaluation and Qualification Criteria

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3. Evaluation of Bids

This section contains the criteria that the Employer will use evaluate and qualify bidders. The bidder shall provide all the information request in the forms included in Section IV-Bidding Forms.

3.1. Preliminary Examination of Technical Bids

The Employer shall confirm that the following documents and information have been provided in the Technical Bid. If any of these documents or information is missing, the offer shall be rejected.

- (a) Letter of Technical Bid;
- (b) Written confirmation of authorization to commit the Bidder;
- (c) Bid Security, if applicable; and
- (d) Technical Proposal in accordance with ITB 19.

3.2. Eligibility and Qualification of the Bidder

The Employer will review all Technical Bids submitted to determine whether the Bidder is eligible and qualified (as per the Bidder's Qualification Criteria specified in this Section III) and whether each Bid is responsive using the following criteria pursuant to ITB Clause 34 & 38.

- a) The Bidders must meet the Eligibility and Qualification Requirements outlined in Bidder's Qualification Criteria specified in this Section III –3.7: Eligibility and Qualification Requirements of the Bidder
- b) The Bid is substantially complete in that it provides the information outlined in the Bidder Response Format Section IV – Bidding Forms (Employer assessment)
- c) All Bids that satisfy the above criteria in item (a) and (b) will be considered for the detailed technical evaluation.

3.3. Detailed Evaluation of Technical Bids

The Employer will evaluate the Technical Bids pursuant to ITB Clause 37 using the following criteria:

- a) In order to evaluate the quality aspects of the Technical Bid, Bidder must state comprehensively with sufficient details, how their Bid meets the Technical Requirements specified in Section VI (Schedule of Requirements) Sufficient documentary evidence shall be provided where applicable.
- b) Bidder's Technical bid must meet all the requirements stipulated in Section VI (Schedule of Requirements) of this Bidding Document.

3.3.1. Evaluation components and applicable ratings

During the evaluation process, the evaluation committee will assign to each selected feature a whole number rating from 0 to 100, where 0 means that the feature is absent and 100 for significantly exceeding the requirements.

Table 3.1: Criteria and Maximum Rating

| No. | Criteria | Maximum Rating |
|-----|---|----------------|
| 1 | Feature/requirement is absent and does not meet requirement | 0 |
| 2 | Feature/requirement is present and partially meets the requirements | 30 |
| 3 | Feature/requirement is present and meets minimum requirement | 90 |
| 4 | Feature/requirement exceeds the minimum requirement | 95 |
| 5 | Feature/requirement significantly exceeds the requirement | 100 |

3.3.2. The Technical marks assigned for each category

Table 3.1: Technical Marks for each Category

| S.N | Evaluation Criteria | Marks | Minimum Pass Mark | Tech Form |
|----------|--|-----------|-------------------|-----------|
| 1 | Solution proposed by the bidder | 40 | 30 | |
| 1.1 | Enterprise Data Center Solution | 20 | | 4.3 |
| 1.2 | Enterprise Email Server Solution | 7 | | 4.3 |
| 1.3 | Secure Email Gateway Solution | 6 | | 4.3 |
| 1.4 | Enterprise Backup Solution | 7 | | 4.3 |
| 2 | Experience of the bidder | 20 | 10 | |
| 2.1 | Enterprise Data Center | 8 | | 4.2.5 |
| 2.2 | Enterprise Email Server | 4 | | 4.2.5 |
| 2.3 | Secure Email Gateway | 4 | | 4.2.5 |

| | | | | |
|----------|--|------------------|------------|-----------|
| 2.4 | Enterprise Backup | 4 | | 4.2.5 |
| 3 | Strengths of Proposed Team | 25 | 15 | |
| 3.1 | Project management team | 4 | | 4.5/4.5.1 |
| 3.2 | Engineering Competency of the team (VMware, Email, SEG, Backup) | 21 | | 4.5/4.5.1 |
| 4 | Approach, Methodology, Project Plan & Organization and Staffing | 15 | 7.5 | |
| 4.1 | Technical Approach and Methodology, | 6 | | 4.4 |
| 4.2 | Project Plan | 3 | | 4.4 |
| 4.3 | Organization and Staffing | 3 | | 4.4/4.5.2 |
| 4.4 | Support and Maintenance | 3 | | 4.4 |
| | | 100 Marks | | |

3.3.2.1. Determining Bidder's Technical Responsiveness

In order to be considered as “Substantially Responsive” to the technical requirements and to be considered as eligible for the subsequent evaluations, a Bidder must satisfy the following condition.

$$T = \sum_{k=1}^n \left[\sum_{i=1}^m S_i / 100 \times W_i \right]$$

T = Total Technical Score

K = Criteria Number

n = Total number of Criteria

i = particular sub Criteria of each Criterion

m = Total Number of the sub Criteria of each Criterion

S_i = Rating obtained for component given in Table 3.1

W_i = Technical weightage of *i* component given in

Total Technical Marks (T) secured for the bid shall be equal or higher than 70% (T≥70%). Any Bid failing to satisfy the above conditions will not be considered for further evaluation and their Financial Bids will be returned unopened.

3.4. Price Evaluation

The Lowest Evaluated Bid Price (Adjusted Bid Price plus the Recurrent Costs) will be identified by the Employer pursuant to ITB Clause 42 based on the following criteria:

The Adjusted Bid Price will be calculated as follows;

- (a) Price of Design Development and Implementation
- (b) Recurrent Costs
- (c) Adjustments made for:
 - (i) Arithmetic corrections
 - (ii) Domestic Preference - Not Applicable
 - (iii) Net Present Value of Recurrent Costs – Not Applicable

The Price Schedules, in which the above information must be presented, are given in Section IV- Bidding Forms.

3.4.1. Quantifiable Deviations and Omissions

Quantifiable Deviations and Omissions from the contractual obligations: the evaluation shall be based on the evaluated cost of fulfilling the contract in compliance with all contractual obligations under this bidding document. The Employer will assess the cost of such a deviation for the purpose of ensuring fair comparison of bids.

3.4.2. Time Schedule

Not Applicable

A Bid offering to achieve Operational Acceptance earlier than the maximum number of weeks shall not be given credit for bid evaluation purposes.

3.4.3. Recurrent Costs

Since the operation and maintenance of the system being procured form a major part of the implementation, the resulting recurrent costs will be evaluated according to the principles stipulated in ITB 42.1, including the cost of recurrent cost items for the initial period of operation stated below, based on prices furnished by each Bidder in Price Schedule Nos. 4.11.2

3.4.4. Domestic Preference

Not Applicable

3.5. Combined Evaluation

The Employer’s evaluation of responsive bids will take into account technical factors, in addition to cost factors. An Evaluated Bid Score (B) will be calculated for each responsive bid using the following formula, which permits a comprehensive assessment of the bid price and the technical merits of each bid:

$$B \equiv \frac{P_{low}}{P} X + \frac{T}{T_{high}} (1 - X)$$

where;

| | | |
|------------|---|---|
| P | = | Evaluated Bid Price |
| P_{low} | = | the lowest of all Evaluated Bid Prices among responsive bids |
| T | = | the total Technical Marks awarded to the bid |
| T_{high} | = | the Technical Marks achieved by the bid that was scored highest among all responsive bids |

Weight of the evaluated Bid Price (“X” in the evaluated Bid Score formula) = **80%**

The bid with the highest Evaluated Bid Score (B) among responsive bids shall be termed the Lowest Evaluated Bid and is eligible for Contract award, provided the Bidder was pre-qualified and/or it was found to be qualified to perform the Contract in accordance with post qualifications requirements stipulated in the Bidding Documents.

3.6. Post Qualification (Due Diligence)

Pursuant to ITB 38, the Employer may, at its own expense, and to the satisfaction of the Employer, require the Bidder with the Lowest Evaluated Bid to provide further information on the request to substantiate claims and information included in its Bid. This information may be subject to audit and review by the Employer and may involve site visits/inspections, interview with the bidder’s clients referenced in the bid, and any other measures to verify if the bidder is capable of performing the contract.

An affirmative post-qualification determination will be a prerequisite for award of the Contract to the Lowest Evaluated Bidder. A negative determination will result in rejection of the Bidder’s bid, in which event the Purchaser will proceed to the next lowest evaluated Bidder to make a similar determination of that Bidder’s capabilities to perform satisfactorily.

3.7. Eligibility and Qualification Requirements of the Bidder

Bidders shall demonstrate they are qualified to bid as part of the bidding process and complete the forms set out Parts 1 and 2 in Table 1 under Bid Submission Form and Qualification of the Bidder. The detailed forms are found in Section IV Bidding Forms.

| Criteria | Compliance Requirement | Documents |
|--|------------------------|-------------------------|
| Requirement | Bidder | Submission requirements |
| 3.7.1. Average Annual Turnover | | |
| Minimum average annual turnover of 340 million calculated as total certified payments received for contracts in progress or completed, within the last 3 years | Must meet requirement | Form 4.2.2 |
| 3.7.2. Financial Resources | | |
| The Bidder must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet: (i) the cash-flow requirement: LKR 60 million | Must meet requirement | Form 4.2.3 |
| 3.7.3. Experience | | |
| 3.7.3.1. General Experience | | |
| Experience under Information Technology contracts in the role of contractor for at least the last Five years (5) prior to the bid submission deadline, | Must meet requirement | Form 4.2.4 |
| 3.7.3.2. Specific Experience in Contracts of a Similar Nature | | |
| Specific Experience: Bidder should have successfully completed at least one (1) Enterprise Data Center/Enterprise Email/Backup Solution with a value at least LKR 80 million within the last 5 years | Must meet requirement | Form 4.2.5 |

3.8. Key Personnel and Details

The Bidder must demonstrate that it has the personnel for the key positions that meet the following requirements:

Bidder must propose a core project management and execution team composed of experienced international and/or local experts/consultants, who will assume overall responsibility for the implementation of this project. The project manager and all other team members should have substantial experience in their specific technical and assigned areas. It is preferred if the key staff proposed for the project are full time employees of the Bidder or a Joint Venture partner. Bidder must provide a detailed staffing plan including resumes for the following key personnel.

| No | Position | Full Time/Part Time | No of Resources | Minimum Work Experience (Years) | Adequacy for the assignment (Years) | Marks allocated in the TECH evaluation |
|---|------------------------------|---------------------|-----------------|---------------------------------|-------------------------------------|--|
| 1 | Project Manager | Full time | 1 | 10 | 5 | 4 |
| 2 | Technical Lead | Full time | 1 | 10 | 5 | 5 |
| 3 | Solution Architect | Part time | 1 | 10 | 5 | 5 |
| 4 | VMware Specialist | Part time | 1 | 5 | 5 | 5 |
| 5 | Email Solution Specialist | Part time | 1 | 5 | 5 | 2 |
| 6 | Email Security Specialist | Part time | 1 | 5 | 5 | 2 |
| 7 | Enterprise Backup Specialist | Part time | 1 | 5 | 5 | 2 |
| Marks will be assigned: General qualifications: 20%: Adequacy for the assignment: 60%: Experience 20% | | | | | | |

3.9. Named Subcontractors

Not Applicable.

Section IV – Bidding Forms

FOR REFERENCE ONLY

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 - 4.11.1. Letter of Price Bid
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 - 4.11.2.1. Supply, Implementation, Warranty & Support Cost

4. BID SUBMISSION FORMS - TECHNICAL BID

Table 1: Bidder Response Format – Technical Bid

| Order in Bid | Document Number and Information Required | Check Y/N | Page No. |
|--------------|---|-----------|----------|
| I | Bidder's Front Page (Bidder's name. Bid details) | | |
| II | Bidder Response Format – Technical Bid (as a table of contents/checklist) | | |
| | 1. Bid Submission Form | | |
| 1. | 1.1 Letter of Technical Bid – Ref 4.1 | | |
| | 2. Qualification of the Bidder | | |
| 2. | 2.1 Bidder Information Sheet – Ref 4.2.1 | | |
| 3. | 2.2 Average Annual Turnover – Ref 4.2.2 | | |
| 4. | 2.3 Financial Resources – Ref 4.2.3 | | |
| 5. | 2.4 General Experience in Information Software, Products and/or Services – Ref 4.2.4 | | |
| 6. | 2.5 Specific Experience in Contracts of a Similar Nature – Ref 4.2.5 | | |
| 7. | 2.7 Key Personnel – Ref 4.5 | | |
| 8. | 2.8 Key Personnel Details – Ref 4.5.1 | | |
| 9. | 2.9 Staff Deployment Plan – Ref 4.5.2 | | |
| | 3. Bidder's Response to the Schedule of Requirements | | |
| 10. | 3.1 Bidder's Overall Technical Solution - Ref 4.3 | | |
| 11. | 3.2 Description of Approach, Methodology and Project Plan for Performing the Assignment – Ref 4.4 | | |
| 12. | 3.3 Key Personnel – Ref 4.5 | | |
| 13. | 3.4 Key Personnel Details– Ref 4.5.1 | | |
| 14. | 3.5 Staff Development Plan – Ref 4.5.2 | | |
| 15. | 3.6 Indicative Bill of Materials – Ref 4.6 | | |
| | 5. Guarantees and Declarations | | |
| 16. | 5.1 Bid Security (Bank Guarantee) – Ref 4.10.1 | | |
| 17. | 5.3 Manufacturer's Authorization – Ref 4.10.2 | | |

Note:

Bidders must submit the Technical Proposal as per the “Table 1: Bidder Response Format – Technical Bid” and must clearly indicate the Page numbers in the entire Technical Proposal. It is the responsibility of the bidders to ensure that the proposals/bids submitted by them fully address the requirements stated in all the sections of the bidding document.

4.1. Letter of Technical Bid

Date:

IFB No: CUS/LOG/S/08/EES

Project: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: Director General of Customs
Sri Lanka Customs,
No 40,
Main Street,
Colombo 11.

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Document, including Addenda issued in accordance with Instructions to Bidders (ITB) 11.
- (b) We offer to *Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution for Sri Lanka Customs*, in conformity with the Bidding Document.
- (c) Our bid consisting of the Technical Bid and the Price Bid shall be valid for a period of **119** days from the date fixed for the bid submission deadline in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (d) We undertake, if our bid is accepted, to commence work on the Information Software, Products and/or Services and to achieve Installation and Operational Acceptance within the respective times stated in the Bidding Documents.
[Bidder, as appropriate, include or delete the following paragraph and then subsequently include or delete paragraph below it as appropriate]
- (e) We hereby certify that all the Software offered in this bid and to be supplied under the Contract (i) either is owned by us, or (ii) if not owned by us, is covered by a valid license from the proprietor of the Software.
- (f) We, *including any subcontractors or manufacturers for any part of the contract*, do not have any conflict of interest in accordance with ITB-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;

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the bid for and on behalf of _____

Dated on _____ day of _____, _____

4.2. Qualification of the Bidder

4.2.1. Bidder Information Sheet

All Bidders whether they be individual firms, each partner of a Joint Venture, and a named, Sub-contractor(s) for highly specialized components of the Software, Products and/or Services, which are bidding, must complete the information in this form. All Bidders that complete this sheet should also complete the further Qualification Forms provided in this section.

Date: _____

NCB No.: _____

Invitation for Bid No.: _____

Page _____ of _____ pages

Please note that a written authorization needs to be attached to this sheet as required by ITB 24.2.

| <input type="checkbox"/> Bidder's Information | |
|---|--|
| Bidder's legal name | |
| Bidder's actual or intended country of registration | |
| Bidder's year of registration | |
| Bidder's legal address in country of registration | |
| Bidder's authorized representative (name, address, telephone numbers, fax numbers, e-mail address) | |
| Attached are copies of the following original documents. (a) 1. In case of single entity, articles of incorporation or constitution of the legal entity named above, in accordance with ITB 4.1 and 4.2. (b) 2. Authorization to represent the firm or JV named in above, in accordance with ITB 24.2. (c) 3. In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB 4.1. (d) 4. In case of a government-owned entity, any additional documents not covered under 1 above required to comply with ITB 4.5. | |

4.2.2. Average Annual Turnover

Bidder's Legal Name: _____

Date: _____

NCB No.: _____

Page _____ of _____ pages

| Annual Turnover Data | |
|--------------------------|----------------|
| Year | LKR Equivalent |
| 2019- 2020 | |
| 2020- 2021 | |
| 2021-2022 | |
| Average Annual Turnover* | |

Note:

Calculated as total certified payments received for contracts in progress or completed, within the last 3 years

FOR REFERENCE ONLY

4.2.3. Financial Resources

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total cash flow demands of the subject contract or contracts as indicated in Section III, Evaluation and Qualification Criteria. Bidder shall submit the Financial Resources requirements exclusively for this project and provide bank contact details for verification.

| Financial Resources | | |
|---------------------|---------------------|-------------------------|
| No. | Source of financing | Amount (LKR equivalent) |
| 1 | | |
| 2 | | |
| 3 | | |
| | | |

FOR REFERENCE ONLY

4.2.4. General Experience in Information Software, Products and/or Services

All individual firms and all partners of a Joint Venture and Named Subcontractors must complete the information in this form with regard to the management of Information Software, Products and/or Services contracts generally.

| General Experience | | | |
|--------------------------------|-------|---|----------------|
| Starting and Ending Month/Year | Years | Contract Identification | Role of Bidder |
| | | Contract name: Brief Description of the Products/Services supplied by the Bidder: Name of <i>Employer</i> : Address: Email: Telephone: | |
| | | Contract name: Brief Description of the Products/Services supplied by the Bidder: Name of <i>Employer</i> : Address: Email: Telephone: | |
| | | Contract name: Brief Description of the Products/Services supplied by the Bidder: Name of <i>Employer</i> : Address: Email: Telephone: | |
| | | Contract name: Brief Description of the Products/Services supplied by the Bidder: Name of <i>Employer</i> : Address: Email: Telephone: | |

FOR REFERENCE ONLY

4.2.5. Specific Experience in Contracts of a Similar Nature

Use a separate sheet for each contract.

| Contract of Similar Size and Nature (3.7.3.2 Section III) | | |
|--|--|---|
| Contract No of | Enterprise Data Center Solution (Name of the project) | |
| Award Date | Completion Date: <i>Bidder shall submit completion certificates with this form</i> | |
| Total Contract Amount | LKR | |
| If partner in a JV or subcontractor, specify participation of total contract amount | Percent of Total | Amount |
| Performance | Contract was completed ____ months ahead/behind original schedule (if behind, provide explanation). | Contract was completed LKR _____ equivalent under/over original contract amount (if over, provide explanation). |
| Subcontracting | Approximate percent of total contract value undertaken by subcontract: ____ % Nature of the subcontracted Information Software, Products and/or Services: | |
| Employer's Name Address Telephone/Fax Number E-mail | | |
| Description of the similarity in accordance with Criteria (3.3.2 of Section III) | | |
| Nature of Information Software, Products and/or Services involved and special features relevant to the contract for which these Bidding Documents are issued | Special contractual/technical expertise provided. | |
| | | |

| Contract of Similar Size and Nature (3.7.3.2 of Section III) | | |
|--|--|---|
| Contract No of | Enterprise Email Solution (Name of the project) | |
| Award Date | Completion Date: <i>Bidder shall submit completion certificates with this form</i> | |
| Total Contract Amount | LKR | |
| No of Email Accounts | Nos. | |
| Performance | Contract was completed ____ months ahead/behind original schedule (if behind, provide explanation). | Contract was completed LKR _____ equivalent under/over original contract amount (if over, provide explanation). |
| Subcontracting | Approximate percent of total contract value undertaken by subcontract: ____ % Nature of the subcontracted Information Software, Products and/or Services: | |
| Employer's Name Address Telephone/Fax Number E-mail | | |
| Description of the similarity in accordance with Criteria (3.7.3.2 of Section III) | | |
| Nature of Information Software, Products and/or Services involved and special features relevant to the contract for which these Bidding Documents are issued | Special contractual/technical expertise provided. | |
| | | |

| Contract of Similar Size and Nature (3.7.3.2 of Section III) | | |
|--|--|---|
| Contract No of | Secure Email Gateway (Name of the project) | |
| Award Date | Completion Date: <i>Bidder shall submit completion certificates with this form</i> | |
| Total Contract Amount | LKR | |
| Performance | Contract was completed ____ months ahead/behind original schedule (if behind, provide explanation). | Contract was completed LKR _____ equivalent under/over original contract amount (if over, provide explanation). |
| Subcontracting | Approximate percent of total contract value undertaken by subcontract: ____ % Nature of the subcontracted Information Software, Products and/or Services: | |
| Employer's Name Address Telephone/Fax Number E-mail | | |
| Description of the similarity in accordance with Criteria (3.7.3.2 of Section III) | | |
| Nature of Information Software, Products and/or Services involved and special features relevant to the contract for which these Bidding Documents are issued | Special contractual/technical expertise provided. | |
| | | |

| Contract of Similar Size and Nature (3.7.3.2 of Section III) | | |
|---|--|---|
| Contract No of | Enterprise Backup Solution (Name of the project) | |
| Award Date | Completion Date: <i>Bidder shall submit completion certificates with this form</i> | |
| Total Contract Amount | LKR | |
| Performance | Contract was completed ____ months ahead/behind original schedule (if behind, provide explanation). | Contract was completed LKR _____ equivalent under/over original contract amount (if over, provide explanation). |
| Subcontracting | Approximate percent of total contract value undertaken by subcontract: ____ % Nature of the subcontracted Information Software, Products and/or Services: | |
| Employer's Name Address Telephone/Fax Number E-mail | | |
| Description of the similarity in accordance with (3.7.3.2 of Section III) | | |
| Nature of Information Software, Products and/or Services involved and special features relevant to the contract for which these Bidding Documents are issued | Special contractual/technical expertise provided. | |
| | | |

4.3. Bidder's Overall Technical Solution

The Bidder shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the provision of these Products and Services. With this form, the Bidder should summarize important certifications, proprietary methodologies, and/or specialized technologies which the Bidder proposes to utilize in the execution of the Contract or Contracts.

| Criteria (Refer: 3.3.2) | Description |
|---|--|
| B1.a. Enterprise Data Center | <p>High-level Architecture/Deployment Architecture/Technical, Technology Elaborations: Architecture.</p> <p>[1] Network Design/Architecture and Technical/Technology Elaboration</p> <p>[2] Server and Storage Design/Architecture and Technical/Technology Elaboration</p> <p>[3] Hyper-Converged Infrastructure & Virtualization Design/Architecture and Technical/Technology Elaboration</p> <p>[4] Data Migration Design/Architecture and Technical/Technology Elaboration</p> <p>[6] Information Security Design/Architecture and Technical/Technology Elaboration</p> <p>[7] Monitoring/Alerts and Observability Design/Architecture and Technical/Technology Elaboration</p> <p>Each Architecture/Technology listed above should contain below design principals , not limited to in or obtain full marks</p> <ol style="list-style-type: none"> 1.) High Availability, Redundancy, Fault-tolerance 2.) Automation, Performance 3.) Scalability, Modularity, 4.) Reliability, Self-healing, Robustness, Self Service 5.) RTO/RPO achievement 6.) Monitoring, Observability, telemetry 7.) Archived, Audit, retention |
| B1.b. Enterprise Email Server HA Cluster | <p>High-level Architecture/Deployment Architecture/Technical, Technology Elaborations: Architecture.</p> <p>[1] Network Design/Architecture and Technical/Technology Elaboration</p> <p>[2] Email Server HA Cluster and Integration of SEG Architecture Design/Architecture and Technical/Technology Elaboration</p> <p>[3] Software Features and Collaboration Tools Technical/Technology Elaboration</p> <p>[4] Data Migration Design/Architecture and Technical/Technology Elaboration</p> <p>[5] Authentication, Access Control, Encryption Technical/Technology Elaboration</p> <p>[6] Monitoring/Alerts and Observability Design/Architecture and Technical/Technology Elaboration</p> <p>Each Architecture/Technology listed above should contain below design principals , not limited to in or obtain full marks</p> <ol style="list-style-type: none"> 1.) High Availability and Redundancy 3.) User Management and Access Control 2.) Automation, Performance |

| | |
|---|--|
| | <p>3.) Scalability, Modularity and Platform Support 4.) Remote Access and Web, Mobile Support 5.) Software Features and Collaboration Tools 6.) User-Friendly Interface, Customization and Flexibility 6.) Monitoring and Logging 7.) Archived, Audit, retention</p> |
| <p>B1.c Secure Email Gateway Appliance</p> | <p>High-level Architecture/Deployment Architecture/Technical, Technology Elaborations: Architecture. [1] Integration of SEG Appliance in Existing Network Design/Architecture and Technical/Technology Elaboration [2] Threat Detection and Email Filtering Design/Architecture and Technical/Technology Elaboration [3] Authentication, Access Control, Encryption Technical/Technology Elaboration [4] Updates and Threat Intelligence Technical/Technology Elaboration [5] Quarantine and Reporting Design/Architecture and Technical/Technology Elaboration Each Architecture/Technology listed above should contain below design principals , not limited to in or obtain full marks 1.) Threat Detection and Email Filtering 3.) User Management and Access Control 2.) Scalability and Performance 4.) User-Friendly Interface, Customization and Flexibility 5.) Advance Features and Tools 6.) Monitoring and Logging 7.) Integration Capabilities</p> |
| <p>B1.d Enterprise Backup Appliance</p> | <p>High-level Architecture/Deployment Architecture/Technical, Technology Elaborations: Architecture. [1] Integration of Backup Appliances in HCI and Existing Network Design/Architecture and Technical/Technology Elaboration [2] Data Backup and Recovery Design/Architecture and Technical/Technology Elaboration [3] Storage Optimization Technical/Technology Elaboration [4] Data Security Technical/Technology Elaboration [5] Automation and Orchestration Design/Architecture and Technical/Technology Elaboration [6] Retention and Versioning Design/Architecture and Technical/Technology Elaboration [7] Monitoring and Reporting Technical/Technology Elaboration Each Architecture/Technology listed above should contain below design principals , not limited to in or obtain full marks 1.) Data Security</p> |

| | |
|--|---|
| | 3.) Storage Efficiency 2.) Scalability and Performance 4.) User-Friendly Interface, Customization and Flexibility 5.) Advance Features and Tools 6.) Monitoring and Logging 7.) Integration Capabilities |
| B1.d Compliance to functional and technical requirements specified in the SOR | NOTE: Bidder must fill the all the compliance sheets specified in 6.4 Requirements Specification Volume 2, and MUST submit along with the TECHNICAL BID. |

4.4. Description of Approach, Methodology and Project Plan for Performing the Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (maximum 50 pages, inclusive of charts and diagrams) divided into the following four chapters:

-
- a) Technical Approach and Methodology,
 - b) Project Plan
 - c) Organization and Staffing
 - d) Support and Maintenance

a) Technical Approach and Methodology:

In this chapter you should explain your technical understanding of the objectives of the assignment. You should highlight the problems being addressed and their importance and explain the technical approach you would adopt to address them. You should also list the potential standards, protocols & specifications you may adopt and highlight the compatibility of these with the proposed architecture. It is also necessary to list the best practices and the Contractor should describe the approach adopted to ensure the Code Reusability.

b) Project Plan.

In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Employer) and submission dates of the reports/ deliverables. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the SoR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings and tables to be delivered as final output, should be included here. The work plan should be consistent with the 4.5.2. Staff Deployment Plan.

c) Organization and Staffing

In this chapter you should propose the structure and composition of your proposed project team. You should list the main disciplines of the assignment, the key expert responsible and proposed technical and support staff.

d) Support and Maintenance

In this chapter you should propose the approach for five (5) years support and maintenance of the system, to meet the objectives of the SLA specified in Service Level Agreement for support and maintenance. You should describe the support services offer and resource personnel you expect to allocate as well.

4.5. Key Personnel

For specific positions essential to contract management and implementation (and/or those specified in the Bidding Documents, if any), Bidders should provide the names of at least two candidates qualified to meet the specified requirements stated for each position. The data on their experience should be supplied on separate sheets using one form for each candidate.

Bidders may propose alternative management and implementation arrangements requiring different key personnel, whose experience records should be provided.

| | |
|-----------|------------------------------------|
| 1. | Title of position* |
| | Name of prime candidate |
| | Name of alternate candidate |
| 2. | Title of position* |
| | Name of prime candidate |
| | Name of alternate candidate |

| | |
|-----------|------------------------------------|
| 3. | Title of position* |
| | Name of prime candidate |
| | Name of alternate candidate |
| 4. | Title of position* |
| | Name of prime candidate |
| | Name of alternate candidate |

4.5.1. Key Personnel Details

| Position | | Candidate | |
|------------------------------|------------------------------------|--|---|
| | | <input type="checkbox"/> Prime | <input type="checkbox"/> Alternate |
| Personnel information | Name | Date of birth | |
| | Professional qualifications | | |
| Present employment | Name of employer | | |
| | Address of employer | | |
| | Telephone | Contact (manager / personnel officer) | |
| | Fax | E-mail | |
| | Job title of candidate | Years with present employer | |

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

| From | To | Company / Project / Position / Relevant technical and management experience |
|------|----|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

4.5.2. Staff Deployment Plan

The following format should be used to detail the staff to be deployed by the bidders for Design, Implementation, support services during warranty and post warranty period.

| S.N | Designation | Year/Month | Year/Month | Year/Month | Year/Month | Year/Month |
|-----|-------------|------------|------------|------------|------------|------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
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| | | | | | | |
| | | | | | | |

4.6. Indicative Bill of Material (BoM)

Refer Bidding Document - Section VI Schedule of requirements (Volume 2) Bill of Material and Price Schedule The bidder must propose an indicative Bill of Material as per the below format.

| Serial Number | Product and /or Service Item Description | Country of Origin | Unit | Qty | Remarks |
|--|--|-------------------|---------|---------|---------|
| Category: Software / Infrastructure etc.. | | | | | |
| 1. | Specify | Specify | Specify | Specify | |
| 2. | Specify | Specify | Specify | Specify | |
| 3. | Specify | Specify | Specify | Specify | |
| 4. | Specify | Specify | Specify | Specify | |
| 5. | Specify | Specify | Specify | Specify | |

4.7. Software List

Not Applicable

4.8. List of Named Subcontractors

Not Applicable

4.9. Other Required Information

Not Applicable

FOR REFERENCE ONLY

4.10. Guarantees and Declarations

4.10.1. Bid Security (Bank Guarantee)

_____ [Bank's Name, and Address of Issuing Branch or Office]

Beneficiary:

Director General of Customs

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ [name of the Bidder] (hereinafter called "the Bidder") has submitted to you its bid dated _____ (hereinafter called "the Bid") for the execution of _____ [name of contract] 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 _____ [name of Bank] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of _____ [amount in figures] (_____ [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 by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the *Employer* 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 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; and (b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy 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. 758.

[signatures]

Note: All italicized text is for use in preparing this form and shall be deleted from the final product.

4.10.2. Manufacturer’s Authorization

Invitation for Bids Title and No.:

To:

**Director General of Customs
Department of Sri Lanka Customs**

WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby authorize _____ located at _____ (hereinafter, the “Bidder”) to submit a bid and subsequently negotiate and sign a Contract with you for resale of the following Software, Products and/or Services produced by us:

We hereby confirm that, in case the bidding results in a Contract between you and the Bidder, the above-listed products will come with our full standard warranty/license.

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the authorization for and on behalf of : _____

Dated on _____ day of _____, _____.

Note: This authorization should be written on the letterhead of the Manufacturer and be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.

Manufacturer's Authorizations for Information Technologies – except for those technologies which the Bidder itself manufactures – are required for the following types/categories: *[specify, for example: "none" / "all" / "all active (i.e. powered) equipment and all software"]*.

4.11. BID SUBMISSION FORMS - PRICE BID**Bidder Response Format – Price Bid**

| Order in Bid | Document Number and Information Required | Check Y/N | Page No. |
|---------------------|---|------------------|-----------------|
| 1. | Bidder's Front Page (Bidder's name. Bid details) | | |
| 2. | Bidder Response Format – Price Bid (as a table of contents/checklist) | | |
| | Bid Submission Form | | |
| 3. | 1 Letter of Price Bid – Ref 4.11.1 | | |
| | 2 Bidder's Price Schedules | | |
| 4. | 2.1 Supply, Implementation, Warranty & Support Cost – Ref 4.11.2.1 | | |

FOR REFERENCE ONLY

4.11.1. Letter of Price Bid

Date: [Bidder: **date of bid**]

IFB No: CUS/LOG/S/08/EES

**Project: Procurement of Supply and Implementation of Enterprise Data Center,
Enterprise Email and Backup Solution**

To: Director General of Customs
Sri Lanka Customs,
No 40,
Main Street,
Colombo 11.

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Document, including Addenda issued in accordance with Instructions to Bidders (ITB) 11.
- (b) We offer to **Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution**, in conformity with the Bidding Document.
- (c) The price of our Bid **without VAT**, including any discounts offered is the sum of: **[insert the total Bid Price in words and figures]**
- (d) The price of our Bid **with VAT**, including any discounts offered is the sum of: **[insert the total Bid Price in words and figures]**
- (e) Our bid shall be valid for a period of **119** days from the date fixed for the bid submission deadline in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtain a performance security in accordance with the Bidding Document.
- (g) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted;
- (h) 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; and
- (i) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the bid for and on behalf of _____

Dated on _____ day of _____, _____

4.11.2. Price Schedules

4.11.2.1. Supply, Implementation, Warranty & Support Cost

| Item | Description | Unit | Qty | Amount/ exclusive of VAT | Amount of VAT | Amount/ with VAT |
|--|----------------------------------|------|-----|--------------------------------|------------------|------------------------|
| P.1 | Enterprise Data Center Solution | Item | Sum | | | |
| P.2 | Enterprise Email Server Solution | Item | Sum | | | |
| P.3 | Secure Email Gateway Solution | Item | Sum | | | |
| P.4 | Enterprise Backup Solution | Item | Sum | | | |
| | | | | | | |
| | | | | | | |
| Total Prices: Supply and Implementation Cost (for entry in Grand Summary) | | | | | | |

*Note: Bidder shall include five (5) years comprehensive warranty, support and maintenance cost for the bid price.

| | |
|-----------------------|--|
| Name of Bidder | Authorized Signature of Bidder: |
| | |

FOR REFERENCE ONLY

SECTION V. Eligible Countries

Not Applicable

FOR REFERENCE ONLY

Section VI. Schedule of Requirements

[Please refer to Schedule of Requirements document, which is issued as **Volume 2** of the Bidding Document]

FOR REFERENCE ONLY

Section VII – General Conditions

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| A. CONTRACT AND INTERPRETATION | | |
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| <p>1. Definitions</p> | <p>1.1</p> | <p>The following words and expressions shall have the meanings hereby assigned to them:</p> <ul style="list-style-type: none"> • “Adjudicator” means the person named in Appendix 2 (Adjudicator) of the Contract, or otherwise appointed by agreement between the Employer and the Contractor to make a decision on or to settle any dispute or difference between the Employer and the Contractor referred to him or her by the parties, pursuant to GC Clause 52 (Disputes and Arbitration). • “Agreed and Finalized Project Plan” means the project plan that has been approved by the Employer in accordance with GC Clause 19 (Project Planning and Performance) and is included at Appendix 8 of the Contract. • “Arbitration” means the application of judicial methods to the settlement of disputes. • “Bidding Documents” refers to the collection of documents issued by the Employer to instruct and inform potential Contractors of the processes for bidding, selection of the winning bid, and Contract information, as well as the contractual conditions governing the relationship between the Employer and the Contractor. • Government of Sri Lanka (GoSL) means the government of the Employer’s Country and includes the Employer. • “Commissioning” means operation of the IT Products and/or Services or any part thereof by the Contractor following Completion, which operation is to be carried out by the Contractor as provided in GC Sub- Clause 27.1 (Commissioning) hereof, for the purpose of carrying out Operational Acceptance Test(s). • “Completion” means that the Facilities (or a specific part thereof where specific parts are specified in the Contract) have been completed operationally, that all work in respect of Pre-commissioning and Installation of the Facilities or such specific part thereof has been completed, that all Documentation has been supplied, and that the Facilities or specific part thereof are ready for Commissioning as provided in GC Clause 26 (Completion) hereof. • “Contract” means the contract entered into between the Employer and the Contractor, and constituted by the Contract Documents. • “Contract Documents” means the documents listed in Article 1.1 (Contract Documents) of the Contract (including any amendments thereto). |
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| | <ul style="list-style-type: none"> • “Contract Period” is the time period during which this Contract governs the relations and obligations of the Employer and Contractor in relation to the IT Products and/or Services, as specified in the PC. • “Contract Price” means the sum specified in Article 2.1 (Contract Price) of the Contract, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract. • “Contractor” means the party named as the Contractor in the Contract, and includes the legal successors or permitted assigns of the Contractor. • “Contractor’s Country” is the country in which the Contractor is legally organized, as named in the Contract. • “Contractor’s Equipment” means all equipment, tools, apparatus, or things of every kind required in or for installation, completion and maintenance of the System that are to be provided by the Contractor, but excluding the IT Products and/or Services, or other items forming part of the System. • “Contractor’s Representative” means any person nominated by the Contractor and approved by the Employer in the manner provided in GC Clause 18 (Representatives) hereof to perform the duties delegated to the Contractor. • “Coverage Period” means the Days of the Week and the hours of those Days during which maintenance, operational and/or technical support services (if any) must be available. • “Custom Documentation” means Documentation identified as such in Appendix 5 of the Contract and such other Documentation as the parties may agree in writing to be Custom Documentation. • “Custom Software” means Software identified as such in Appendix 4 of the Contract and such other Software as the parties may agree in writing to be Custom Software. • “Day” means calendar day. • “Defect” means an imperfection or flaw that impairs worth or utility of the Product. • “Defect Liability Period” means the period of validity of the warranties given by the Contractor commencing at Commissioning of the Facilities or a part thereof, during which the Contractor is responsible for defects with respect to the Facilities (or the relevant part thereof) as provided in GC Clause 29 (Defect Liability) hereof. |
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| | <ul style="list-style-type: none"> • “Delivery” means the transfer of the Products from the Contractor to the Employer in accordance with the current edition Incoterms specified in the Contract. • “Designated Operating Environment” means the particular hardware and software environment in which the Software is designed to be used, which environment is specified in the SOR. • “Documentation” means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided to the Employer under the Contract. See also Standard Documentation and Custom Documentation. • “Effective Date” means the date of fulfillment of all conditions specified in Article 3 (Effective Date) of the Contract, from which the Time for Completion shall be counted. • “Employer” means the person named as such in the PC and includes the legal successors or permitted assigns of the Employer. • “Employer’s Country” means the country named in the PC. • “Facilities” means the Products to be supplied and installed, as well as all Installation Services to be carried out by the Contractor under the Contract. • “Functional Guarantees” means the guarantees specified in the Appendix to the Contract titled Functional Guarantees. • “GC” means the General Conditions. • “General-Purpose Software” means Software that supports general- purpose office and software development activities and is identified as such in Appendix 4 of the Contract and such other Software. Such General-Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software. • “Hardware” means all equipment, furnishings, and other tangible items outlined in the SOR that the Contractor is required to supply or to supply and install under the Contract, including, without limitation, the Products and/or Services and documentation, but excluding the Contractor’s Equipment. • “Implementation Schedule” means the Implementation Schedule as specified in the Agreed and Finalized Project Plan. • “Installation” means the preparation and placement of |
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| | | <p>the System for use.</p> <ul style="list-style-type: none"> • “Installation Services” means all Services required to achieve Installation. • “Intellectual Property Rights” means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extract or re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so. • “Month” means calendar month. • “Operational Acceptance” means the acceptance by the Employer of the Facilities (or any part of the Facilities where the Contract provides for acceptance of the Facilities in parts), which certifies the Contractor’s fulfillment of the Contract in respect of Functional Guarantees of the Facilities (or the relevant part thereof) in accordance with the provisions of GC Clause 30 (Functional Guarantees) hereof and shall include deemed acceptance in accordance with GC Clause 27 (Commissioning and Operational Acceptance) hereof. • “Operational Acceptance Certificate” or Operational Acceptance Certification” means the written certification provided by the Employer to the Contractor after Operational Acceptance. • “Operational Acceptance Test” and Operational Acceptance Testing” mean the process of determining whether the criteria for Operational Acceptance have been satisfied. • “Origin” means the place where the Products were produced or from which the Services are supplied. Products are produced when, through manufacturing, processing, software development, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The Origin of Products and Services is distinct from the nationality of the Contractor and may be different. • “Packaged Software” means the software Product, the subject of the License, specified in the SOR including any updates or new releases, modifications, |
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| | | <p>enhancements, Documentation, flow charts, logic diagrams and listings.</p> <ul style="list-style-type: none"> • “Party” means the Employer or the Contractor, as the context requires, and Parties” means both of them. • “PC” means the Particular Conditions. • “Pre-commissioning” means the testing, checking and other requirements specified in the Schedule of Requirements that are to be carried out by the Contractor in preparation for Commissioning as provided in GC Clause 8 (Time for Commencement and Completion) hereof. • “Preventive Maintenance” means the care and servicing by personnel for the purpose of maintaining Hardware in satisfactory operating condition by providing for systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects. Preventive Maintenance is usually cost as a fixed fee over the maintenance period. • “Post-Warranty Services Period” means the number of years defined in the PC (if any), following the expiration of the Warranty Period during which the Contractor is obligated to provide Software licenses, maintenance, and/or technical support services for the System, either under this Contract or under separate contract(s). • “Procurement Guidelines” refers to the GoSL Procurement Guidelines. • “Product” means a product deliverable specified in the Schedule of Requirements which is to be supplied to the Employer by or on behalf of the Contractor, including but not limited to all information processing and communications-related Hardware, Software, consumable items, plans and/or any supporting documentation, and including such integrations and configurations as are required to perform its function. • “Project Manager” means the person appointed by the Employer in the manner provided in GC Clause 18.1 (Representatives) hereof and named as such in the PC to perform the duties delegated by the Employer. • “Project Plan” means the set of tasks required to achieve Completion, Operational Acceptance and Commissioning, as described in the Agreed and Finalized Project Plan. • “Project Site(s)” means the place(s) specified in the PC for delivery of the IT Products and/or Services. • “Rental Items” means the Hardware rented or leased by the Employer from the Contractor under a lease |
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| | | <p>agreement for a rental fee.</p> <ul style="list-style-type: none"> • “Schedule of Requirements (SOR)” means the Schedule of Requirements Section of the Bidding Documents as amended and appended to the Contract including to the extent relevant, but not limited to, the following: <ul style="list-style-type: none"> (a) Background and Procurement Objectives; (b) Scope of works, including Technical Requirements; (c) Agreed and Finalized Project Plan; (d) Implementation Schedule; (e) Service Level Agreement. • “Services” means all technical, logistical, management, consultancy and any other Services as specified in the Schedule of Requirements to be provided by the Contractor under the Contract to supply, install, customize, integrate, and make operational the Products provided. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, Installation, integration, training, data migration, Pre-commissioning, Commissioning, maintenance, and technical support. • “Site” means the place(s) specified in the PC for Installation and Commissioning of the IT Products and/or Services. • “Software” means the items to be supplied under this Contract as specified at Appendix 4 to this Contract. • “Software Support Services” means the Services specified in the SOR to be provided by the Contractor to the Employer in respect of the Packaged Software. • “Source Code” means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software (typically, but not exclusively, required for Custom Software). • “Standard Documentation” means all Documentation not specified as Custom Documentation. • “Standard Software” means Software identified as such in Appendix 4 of the Contract and such other Software as the parties may agree in writing to be Standard Software. • “Sub-Contractor” means any third-party provider with whom the Contractor contracts for the supply or execution of any part of the Products and/or Services to |
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| | | <p>be provided by under the Contract and includes its legal successors or permitted assigns.</p> <ul style="list-style-type: none"> • “System” or "Sub-system" means a combination of Products which are integrated so as to operate together. • “Time for Operational Acceptance” means the time within which Operational Acceptance of the Facilities as a whole (or of a part of the Facilities where a separate Time for Operational Acceptance of such part has been prescribed) is to be achieved, as referred to in GC Sub-Clause 27.2 (Operational Acceptance) and in accordance with the relevant provisions of the Contract. • “Time for Completion” means the time within which Completion of the Facilities as a whole (or of a part of the Facilities where a separate Time for Completion of such part has been prescribed) is to be attained, as referred to in GC Sub-Clause 8.2 (Time for Commencement and Completion) and in accordance with the relevant provisions of the Contract. • “Training Schedule” means the programme of training including dates and training topics to be provided by the Contractor to the Employer’s personnel. • “Warranty Period” means the period defined in the SOR by which the Contractor warrants its Products will remain defect-free, and any remediation of any defect that arises in this period will be the responsibility of the Contractor and costs of such remediation will be borne by the Contractor. • “Week” means seven (7) consecutive Days, beginning the day of the week as is customary in the Employer’s Country. • “Year” means 365 days. • “Live Run” |
| <p>2. Contract Documents</p> | <p>2.1</p> | <p>Subject to Article 1.2 (Order of Precedence) of the Contract, all documents forming part of the Contract (and all parts thereof) are intended to be correlative, complementary and mutually explanatory. The Contract shall be read as a whole.</p> |
| | <p>2.2</p> | <p>In the event and to the extent of any inconsistency between two or more documents that form part of this Contract, those documents will be interpreted in the following order of precedence:</p> <p>(a) Appendix 15 (Minutes of Contract Finalization Discussions and Agreed Contract Amendments) attached to the Contract;</p> |

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| | | <p>(b) the Contract and Appendices 1 to 7 and 9 to 14 attached to the Contract;</p> <p>(c) the PC and its Appendices;</p> <p>(d) all GCs (including documents incorporated by reference in these terms and conditions);</p> <p>(e) Appendix 8 (Agreed and Finalized Project Plan) attached to the Contract;</p> <p>(f) the Contractor’s bid and original Price Schedules; and</p> <p>(g) the remaining appendixes to these GCs (including documents incorporated by reference in any Appendix).</p> |
| 3. Interpretation | 3.1 | <p>In the Contract, except where the context requires otherwise:</p> <p>(a) words indicating one gender include all genders;</p> <p>(b) words indicating the singular also include the plural and words indicating the plural also include the singular;</p> <p>(c) provisions including the word —agree, —agreed, —agreement require the agreement to be recorded in writing;</p> <p>(d) —written or —in writing means hand-written, type-written, printed or electronically made, and resulting in a permanent record.</p> <p>The marginal words and other headings shall not be taken into consideration in the interpretation of these Conditions.</p> |
| | 3.2 | <p><u>Incoterms</u></p> <p>Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of Parties there-under shall be as prescribed by Incoterms.</p> <p>Incoterms means international rules for interpreting trade terms published by the International Chamber of Commerce (latest edition), 38 Cours Albert 1er, 75008 Paris, France.</p> |
| | 3.3 | <p><u>Entire Agreement</u></p> <p>Subject to GC Sub-Clause 17.6 hereof, the Contract constitutes the entire agreement between the Employer and Contractor with respect to the subject matter of Contract and supersedes all communications, negotiations and agreements (whether written or oral) of Parties with respect thereto made prior to the date of Contract.</p> |
| | 3.4 | <p><u>Amendment</u></p> <p>No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each Party hereto.</p> |

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| | 3.5 | <u>Independent Contractor</u> The Contractor shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture or other joint relationship between the Parties hereto. Subject to the provisions of the Contract, the Contractor shall be solely responsible for the manner in which the Contract is performed. All employees, representatives or Sub-Contractors engaged by the Contractor in connection with the performance of the Contract shall be under the complete control of the Contractor and shall not be deemed to be employees of the Employer, and nothing contained in the Contract or in any subcontract awarded by the Contractor shall be construed to create any contractual relationship between any such employees, representatives or Sub-Contractors and the Employer. |
| | 3.6 | <u>Non-Waiver</u> |
| | 3.6.1 | Subject to GC Sub-Clause (b) below, no relaxation, forbearance, delay or indulgence by either Party in enforcing any of the terms and conditions of the Contract or the granting of time by either Party to the other shall prejudice, affect or restrict the rights of that Party under the Contract, nor shall any waiver by either Party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract. |
| | 3.6.2 | Any waiver of a Party's rights, powers or remedies under the Contract must be in writing, must be dated and signed by an authorized representative of the Party granting such waiver, and must specify the right and the extent to which it is being waived. |
| | 3.7 | <u>Severability</u> If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract. |
| 4. Communications | 4.1 | Wherever these General Conditions provide for the giving or issuing of approvals, certificates, consents, determinations, notices, requests and discharges, these communications shall be: (a) in writing and delivered against receipt; and (b) delivered, sent or transmitted to the address for the recipient's communications as stated in the Contract. |
| | 4.2 | When a certificate is issued to a Party, the certifier shall send a copy to the other Party. When a notice is issued to a Party, by the other Party or the Project Manager, a copy shall be sent to the Project Manager or the other Party, as the case may be. |

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| | 4.3 | Communications shall be deemed to include any approvals, consents, instructions, orders, and certificates to be given under the Contract. |
| 5. Law and Language | 5.1 | The Contract shall be governed by and interpreted in accordance with laws of the country specified in the PC. |
| | 5.2 | The ruling language of the Contract shall be that stated in the PC. |
| | 5.3 | The language for communications shall be the ruling language unless otherwise stated in the PC. |
| 6. Corrupt Practices | 6.1 | It is the policy of the GoSL that the officials of the procuring entity, as well as bidders, Contractors and contractors under GoSL financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, GoSL: (a) defines, for the purposes of this provision, the terms set forth below as follows: |

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- (i) —corrupt practice means the offering, giving receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any party in the procurement process or the execution of a contract;
 - (ii) —fraudulent practice means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
 - (iii) —collusive practices means a scheme or arrangement between two or more bidders, with or without the knowledge of the employer, designed to influence the action of any party in a procurement process or the execution of a contract
 - (iv) —coercive practices means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract;
- (b) will sanction a party or its successor, including declaring ineligible, either indefinitely or for a stated period of time, to participate in GoSL-financed activities if it at any determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, a GoSL-financed contract; and
- (c) will have the right to require Contractors and contractors to permit GoSL or its representative to inspect their accounts and records and other documents relating to the bid submission and contract performance and to have them audited by auditors appointed by GoSL.

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B. SUBJECT MATTER OF CONTRACT

7. Scope of Facilities

7.1 Unless otherwise expressly limited in the SOR, the Contractor shall:

provide the Products and Services as specified in the SOR;

- (a) be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed and Finalized Project Plan pursuant to GC Clause 19 (Project Planning and Performance) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision making may constitute grounds for termination pursuant to GC Clause 47 (Termination for Contractor's Default);
- (b) provide all Documentation and Products as well as the performance of all Products and Services, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the SOR and/or the Agreed and Finalized Project Plan;
- (c) unless specifically excluded in the Contract, perform all such work and/or supply all such items and materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Completion of the Products and Services as if such work and/or items and materials were expressly mentioned in the Contract; and
- (d) provide Products and Services as implied by the Recurrent Cost Form of the Contractor's bid, such as consumables, spare parts, and technical services (e.g., maintenance, technical assistance, and operational support), such as are specified in the SOR, including the relevant terms, characteristics, and timings.

8. Time for Commencement and Completion

8.1 The Contractor shall commence work on the Facilities within the period specified in the PC and without prejudice to GC Sub-Clause 26.2 (Completion) hereof, the Contractor shall thereafter proceed with the Facilities in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed and Finalized Project Plan.

8.2 The Contractor shall attain Completion of the Facilities or of a part where a separate time for Completion of such part is specified in the Contract, within the time stated in the PC or within such extended time to which the Contractor shall be entitled under GC Clause 44 (Extension of Time for Completion) hereof.

9. Contractor's Responsibilities

- 9.1 The Contractor shall conduct all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of IT Products and/or Services, information systems, support, maintenance, training, and other related services, or in accordance with best industry practices. When completed, the IT Products and/or Services should be fit for the purposes for which they are intended as defined in the Contract.
- 9.2 The Contractor confirms that it has entered into this Contract on the basis of a proper examination of the Employer's existing equipment, installations and including reviewing any hardware, software and data interfaces as provided by the Employer, and on the basis of information that the Contractor could have obtained from a visual inspection of the Site if access thereto was available and of other data readily available to it relating to the Facilities as of the date twenty-eight (28) days prior to bid submission. The Contractor acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.
- 9.3 The Contractor shall acquire and pay for all permits, approvals and/or licenses from all local, state or national government authorities or public service undertakings in the country where the Site is located which such authorities or undertakings require the Contractor to obtain in its name and which are necessary for the performance of the Contract, including, without limitation, visas for the Contractor's and Sub-Contractor's personnel and entry permits for all imported Contractor's Equipment. The Contractor shall acquire all other permits, approvals and/or licenses that are not the responsibility of the Employer under GC Clause 10 hereof and that are necessary for the performance of the Contract.
- 9.4 The Contractor shall comply with all laws in force in the country where the IT Products and/or Services are to be installed. The laws will include all local, state, national or other laws that affect the performance of the Contract and bind upon the Contractor. The Contractor shall indemnify and hold harmless the Employer from and against any and all liabilities, damages, claims, fines, penalties and expenses of whatever nature arising or resulting from the violation of such laws by the Contractor or its personnel, including the Sub-Contractors and their personnel, but without prejudice to GC Clause 10 (Employer's Responsibilities) hereof
- 9.5 Any IT Products and/or Services that will be incorporated in or be required for the Facilities and other supplies shall have as their origin an Eligible Country. Any Sub-Contractors

retained by the Contractor shall have as their origin an Eligible Country

- 9.6 The Contractor shall permit GoSL to inspect the Contractor's accounts and records relating to the performance of the Contractor and to have them audited by auditors appointed by GoSL, if so required by GoSL.
- 9.7 If the Contractor is a joint venture or consortium of two or more parties, all such parties shall be jointly and severally bound to the Employer for the fulfillment of the provisions of the Contract and shall designate one of such parties to act as a leader with authority to bind the joint venture or consortium. The composition or the constitution of the joint venture or consortium shall not be altered without the prior consent of the Employer.
- 9.8 The Contractor shall, in all dealings with its labor and the labor of its Sub-Contractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.
- 9.9 Other Contractor responsibilities, if any, are as stated in the SOR.

10. Employer's Responsibilities

- 10.1 The Employer shall ensure the accuracy of all information and/or data to be supplied by the Employer to the Contractor, except when otherwise expressly stated in the Contract.
- 10.2 The Employer shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an Agreed and Finalized Project Plan (pursuant to GC Sub-Clause 19.2 (Project Planning and Performance) within the time schedule specified in the Implementation Plan in the SOR. Failure to provide such resources, information, and decision making may constitute grounds for termination pursuant to GC Clause 48 (Termination by Contractor).
- 10.3 The Employer shall be responsible for acquiring and providing legal and physical possession of the Site and access to it, and for providing possession of and access to all other areas reasonably required for the proper execution of the Contract.

- 10.4 The Employer shall acquire and pay for all permits, approvals and/or licenses from all local, state or national government authorities or public service undertakings in the country where the Site is located which (a) such authorities or undertakings require the Employer to obtain in the Employer's name, (b) are necessary for the execution of the Contract, including those required for the performance by both the Contractor and the Employer of their respective obligations under the Contract, and (c) are specified in the SOR.
- 10.5 If requested by the Contractor, the Employer shall use its best endeavors to assist the Contractor in obtaining in a timely and expeditious manner all permits, approvals and/or licenses necessary for the execution of the Contract from all local, state or national government authorities or public service undertakings that such authorities or undertakings require the Contractor or Sub-Contractors or the personnel of the Contractor or Sub-Contractors, as the case may be, to obtain.
- 10.6 In such cases where the responsibilities of specifying and acquiring or upgrading telecommunications and/or electric power services falls to the Contractor, as specified in the SOR, PC, Agreed and Finalized Project Plan, or other parts of the Contract, the Employer shall use its best endeavors to assist the Contractor in obtaining such services in a timely and expeditious manner.
- 10.7 The Employer shall be responsible for timely provision of all resources, access, and information necessary for the provision of the IT Products and/or Services (including, but not limited to, any required telecommunications or electric power services), as identified in the Agreed and Finalized Project Plan, except where provision of such items is explicitly identified in the Contract as being the responsibility of the Contractor. Delay by the Employer may result in an appropriate extension of the Time for Operational Acceptance, at the Contractor's discretion.
- 10.8 Unless otherwise specified in the Contract or agreed upon by the Employer and the Contractor, the Employer shall provide sufficient, properly qualified operating and technical personnel as required by the Contractor to properly carry out the provision of the IT Products and/or Services at or before the time specified in the Implementation Schedule and the Agreed and Finalized Project Plan.
- 10.9 The Employer will designate appropriate staff for the training courses to be given by the Contractor and shall make all appropriate logistical arrangements for such training as specified in the SOR, PC, the Agreed and Finalized Project Plan, or other parts of the Contract.

- 10.10 The Employer assumes primary responsibility for the Operational Acceptance Test(s) for the IT Products and/or Services, in accordance with GC Sub-Clause 27.2 (Operational Acceptance Test), and shall be responsible for the continued operation of the Products after Operational Acceptance. However, this shall not limit in any way the Contractor's responsibilities after the date of Operational Acceptance otherwise specified in the Contract.
- 10.11 During the development of the Products and/or Services, the Contractor is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles. Following Commissioning and Acceptance, the Employer is responsible for backups.
- 10.12 All costs and expenses involved in the performance of the obligations under this GC Clause 10 shall be the responsibility of the Employer, save those to be incurred by the Contractor with respect to the performance of the Operational Acceptance Test(s), in accordance with GC Sub-Clause 27.2.
- 10.13 In the event that the Employer shall be in breach of any of its obligations under this Clause, the additional cost incurred by the Contractor in consequence thereof shall be determined by the Project Manager and added to the Contract Price.
- 10.14 Other Employer responsibilities, if any, are as stated in the SOR.

C. PAYMENT

11. Contract Price

- 11.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract.
- 11.2 Unless an adjustment clause is provided for in the PC, the Contract Price shall be a firm lump sum not subject to any alteration, except in the event of a Change in the SOR or as otherwise provided in the Contract.
- 11.3 Subject to GC Sub-Clauses 9.2, 10.1 and 39 (Unforeseen Conditions) hereof, the Contractor shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract, cover all its obligations under the Contract.

12. Terms of Payment

- 12.1 The Contractor's request for payment shall be made to the Employer in writing, accompanied by
- (a) an invoice describing, as appropriate,
 - a. the IT Products and/or Services provided;
 - b. when the IT Products and/or Services were supplied and (if applicable) accepted; and
 - c. the amount payable in respect of each item, and
 - (b) documents submitted pursuant to GC Sub-Clause 22.5 (Transport and Delivery) and upon fulfillment of other obligations stipulated in the Contract.
- 12.2 The Contract Price shall be paid as specified in Appendix 7 (Terms and Procedures of Payment) to the Contract.
- 12.3 No payment made by the Employer herein shall be deemed to constitute acceptance by the Employer of the IT Products and/or Services or any part(s) thereof.
- 12.4 Payments shall be made promptly by the Employer, but in no case later than forty-five (45) days after submission of a valid invoice by the Contractor. In the event that the Employer fails to make any payment by its respective due date or within the period set forth in the Contract, the Employer shall pay to the Contractor interest on the amount of such delayed payment at the rate(s) specified in Appendix 7 (Terms and Procedures of Payment) to the Contract for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.

- 12.5 All payments shall be made in the currency (ies) specified in the Contract, pursuant to GC Clause 11. For IT Products and/or Services supplied locally, payments shall be made in the currency of the Employer's Country, unless otherwise specified in Appendix 7 (Terms and Procedures of Payment) to the Contract.
- 12.6 Unless otherwise specified in Appendix 7 (Terms and Procedures of Payment), to the Contract, payment of the foreign currency portion of the Contract Price for Products supplied from outside the Employer's Country shall be made to the Contractor through the irrevocable letter of credit opened by an authorized bank in the Contractor's Country and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to Article 10 of the latest revision of Uniform Customs and Practice for Documentary Credits, published by the International Chamber of Commerce, Paris

13. Securities

13.1 Issuance of Securities

The Contractor shall provide the securities specified below in favor of the Employer at the times, and in the amount, manner and form specified below.

13.2 Advance Payment Security

- (a) If specified in the PC, the Contractor shall, within twenty-eight (28) days of the notification of Contract award, provide a security equal in the amount and currency to the advance payment, and valid until the IT Products and/or Services achieve Operational Acceptance
- (b) The security shall be in the form provided in the Bidding Documents or in another form acceptable to the Employer. The amount of the security shall be reduced in proportion to the value of the IT Products and/or Services executed by and paid to the Contractor from time to time, and shall automatically become null and void when the full amount of the advance payment has been recovered by the Employer. The way the value of the security is deemed to become reduced and, eventually, voided is as specified in the PC. The security shall be returned to the Contractor immediately after its expiration.

13.3 Performance Security

- (a) The Contractor shall, within twenty-eight (28) days of the notification of Contract award, provide a security for the

due performance of the Contract in the amount specified in the PC.

- (b) The security shall be a bank guarantee in the form provided in Section IX (Contract Forms) or it shall be in another form acceptable to the Employer.
- (c) The performance security shall automatically become null and void once all the obligations of the Contractor under the Contract have been fulfilled, including, but not limited to, any obligations during the Warranty Period and any extensions to the period. The security shall be returned to the Contractor no later than twenty-eight (28) days after its expiration.
- (d) Upon Operational Acceptance of the IT Products and/or Services, the security shall be reduced to the amount specified in the PC, on the date of such Operational Acceptance, so that the reduced security would only cover the remaining warranty obligations of the Contractor.
- (e) The Employer shall not make a claim under the performance security, except for amounts to which the Employer is entitled under the Contract. The Employer shall indemnify and hold the Contractor harmless against and from all damages, losses and expenses (including legal fees and expenses) resulting from a claim under the performance security to the extent to which the Employer was not entitled to make the claim.

14. Taxes and Duties

14.1 For IT Products and/or Services supplied from outside the Employer's country, the Contractor shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies, payable in the Employer's country. Any duties, such as importation or customs duties, and taxes and other levies, payable in the Employer's country for the supply of Products and Services from outside the Employer's country are the responsibility of the Employer unless these duties or

taxes have been made part of the Contract Price in Article 2 of the Contract and the Price Schedule to which it refers, in which case the duties and taxes will be the Contractor's responsibility.

14.2 For IT Products and/or Services supplied locally, the Contractor shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted

Products or Services to the Employer. The only exceptions are taxes or duties, such as value-added or sales tax or stamp duty as apply to, or are clearly identifiable, on the invoices and provided they apply in the Employer's country, and only if these taxes, levies and/or duties are also excluded from the Contract Price in Article 2 of the Contract and the Price Schedule to which it refers.

- 14.3 If any tax exemptions, reductions, allowances or privileges may be available to the Contractor in the country where the Site is located, the Employer shall use its best endeavors to enable the Contractor to benefit from any such tax savings to the maximum allowable extent.
- 14.4 For the purpose of the Contract, it is agreed that the Contract Price specified in Article 2 (Contract Price and Terms of Payment) of the Contract is based on the taxes, duties, levies and charges prevailing at the date twenty-eight (28) days prior to the date of bid submission in the country where the Site is located (hereinafter called -Taxl in this GC Sub-Clause 14.4). If any rates of Tax are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of Contract, which was or will be assessed on the Contractor, Sub-Contractors or their employees in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to fully take into account any such change by addition to the Contract Price or deduction there from, as the case may be, in accordance with GC Clause 40 (Change in Laws and Regulations) hereof.

D. INTELLECTUAL PROPERTY

- 15. Intellectual Property and Copyright**
- 15.1 The Intellectual Property Rights in all IT Products and/or Services Documentation and Software shall remain vested in the owner of such rights where it existed prior to commencement of this Contract.
- 15.2 The Employer agrees to restrict use, copying, or duplication of any Hardware, Software and Documentation, except that additional copies of Documentation may be made by the Employer for use within the scope of the project, in the event that the Contractor does not deliver copies within twenty-eight (28) days from receipt of a request for such Documentation.
- 15.3 The Employer's contractual rights to use the Standard

Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or as may be otherwise specified in the PC.

- 15.4 As applicable, the Employer's and Contractor's rights and obligations with respect to Custom Software or elements of the Custom Software, including any license agreements, and with respect to Custom Documentation or elements of the Custom Documentation, are specified in the PC. Subject to the PC, the Intellectual Property Rights in all Custom Software and Custom Documentation specified in Appendices 4 and 5 of the Contract (if any) shall, at the date of this Contract or on creation of the rights (if later than the date of this Contract), vest in the Employer. The Contractor shall do and execute or arrange for the doing and executing of each necessary act, document, and thing that the Employer may consider necessary or desirable to perfect the right, title, and interest of the Employer in and to those rights. In respect of such Custom Software and Custom Documentation, the Contractor shall ensure that the holder of a moral right in such an item does not assert it, and the Contractor shall, if requested to do so by the Employer and where permitted by applicable law, ensure that the holder of such moral right waives it.
- 15.5 The parties shall enter into such (if any) escrow arrangements in relation to the Source Code for some or all of the Software as are specified in the PC.

FOR REFERENCE ONLY

**16. Software
Services and
License
Agreements**

16.1

Except to the extent that the Intellectual Property Rights in the Software vest in the Employer, the Contractor hereby grants to the Employer license to access and use the Software, including all inventions, designs, and marks embodied in the Software.

Such license to access and use the Software shall:

(a) be:

- (i) nonexclusive;
- (ii) fully paid up and irrevocable (except that it shall terminate if the Contract terminates under PC Clause 46);
- (iii) valid throughout the territory of the Employer's Country (or such other territory as specified in the PC); and
- (iv) subject to additional restrictions (if any) as specified in the PC,

(b) permit the Software to be:

- (i) used or copied for use on or with the computer(s), users or environment(s) for which it was acquired (as specified in the SOR and/or Contractor's bid), plus a backup of the same or similar capacity. Such backup shall be used if the primary is(are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;
- (ii) as specified in the PC, used or copied for use on or transferred to a replacement computer(s) or users (and use on the original and replacement computer(s) users or environment(s) may be simultaneous during a reasonable transitional period) provided that, if the SOR and/or Contractor's bid specifies a class of computer, user or environment to which the license is restricted and unless the Contractor agrees otherwise in writing, the replacement computer(s) is(are) within that class;
- (iii) if the nature of the Products is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;
- (iv) reproduced for safekeeping or backup purposes;
- (v) customized, adapted, or combined with other computer software for use by the Employer, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as are set forth in this

Contract;

(vi) as specified in the PC, disclosed to, and reproduced for use by, Support service contractors and their subcontractors, (and the Employer may sublicense such persons to use and copy for use the Software) to the extent reasonable necessary to the performance of their support service contracts, subject to the same restrictions as are set forth in this Contract; and

(vii) disclosed to, and reproduced for use by, the Employer and by such other persons as are specified in the PC (and the Employer may sublicense such persons to use and copy for use the Software), subject to the same restrictions as are set forth in this Contract.

16.2 The Standard Software may be subject to audit by the Contractor, in accordance with the terms specified in the PC, to verify compliance with the above license agreements.

16.3 The Employer will require the Contractor to meet the mandatory requirements for Licensing Agreements as specified in the SOR.

17. Confidential Information

17.1 The Employer (-the Disclosing Party) and the Contractor (-the Receiving Party) shall keep confidential and shall not, without the written consent of the other Party hereto, divulge to any third Party any documents, data or other information furnished directly or indirectly by the other Party hereto in connection with the Contract (Confidential Information), whether such information has been furnished prior to, during or following termination of the Contract.

17.2 For the purposes of GC Sub-Clause 17.1, the Contractor is also deemed to be the Receiving Party of Confidential Information generated by the Contractor itself in the course of the performance of its obligations under the Contract and relating to the businesses, finances, contractors, employees, or other contracts of the Employer or the Employer's use of the IT Products and/or Services.

17.3 Notwithstanding GC Sub-Clauses 17.1 and 17.2:

(a) the Contractor may furnish to its Sub-Contractor Confidential Information of the Employer to the extent reasonably required for the Sub-Contractor to perform its work under the Contract; and

(b) the Employer may furnish Confidential Information of the Contractor: (i) to support service contractors and their sub- contractors to the extent reasonably required for them to perform their work under their support service contracts; and (ii) to its affiliates and subsidiaries,

in which event the Receiving Party shall ensure that the person to whom it furnishes Confidential Information of the

Disclosing Party is aware of and abides by the Receiving Party's obligations under this GC Clause 17 as if that person were party to the Contract in place of the Receiving Party.

17.4 The Employer shall not, without the Contractor's prior written consent, use any Confidential Information received from the Contractor for any purpose other than the operation, maintenance and further development of the IT Products and/or Services. Similarly, the Contractor shall not, without the Employer's prior written consent, use any Confidential Information received from the Employer for any purpose other than those that are required for the performance of the Contract.

17.5 The obligation of a party under GC Sub-Clauses 17.1 through 17.4 above, however, shall not apply to that information which:

- (a) now or hereafter enters the public domain through no fault of the Receiving Party;
- (b) can be proven to have been possessed by the Receiving Party at the time of disclosure and that was not previously obtained, directly or indirectly, from the Disclosing Party
- (c) otherwise, lawfully becomes available to the Receiving Party from a third party that has no obligation of confidentiality.

17.6 The above provisions of this GC Clause 17 shall not in any way modify any undertaking of confidentiality given by either of the parties to this Contract prior to the date of the Contract in respect of the System or any part thereof.

17.7 The provisions of this GC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) Years.

E. EXECUTION OF THE FACILITIES

18. Representatives 18.1 Project Manager

If the Project Manager is not named in the Contract, then within fourteen (14) days of the Effective Date, the Employer shall appoint and notify the Contractor in

writing of the name of the Project Manager. The Employer may from time to time appoint some other person as the Project Manager in place of the person previously so appointed, and shall give a notice of the name of such other person to the Contractor without delay. No such appointment shall be made at such a time or in such a manner as to impede the progress of work on the Facilities. Such appointment shall only take effect upon receipt of such notice by the Contractor. The Project Manager shall represent and act for the Employer at all times during the performance of the Contract. All notices, instructions, orders, certificates, approvals and all other communications under the Contract shall be given by the Project Manager, except as herein otherwise provided.

All notices, instructions, information and other communications given by the Contractor to the Employer under the Contract shall be given to the Project Manager, except as herein otherwise provided.

18.2 Contractor's Representative

18.2.1 If the Contractor's Representative is not named in Appendix 1 (Contractor's Representative) of the Contract, then within fourteen (14) days of the Effective Date, the Contractor shall appoint the Contractor's Representative and shall request the Employer in writing to approve the person so appointed. The request must be accompanied by a detailed curriculum vitae for the nominee, as well as description of any other responsibilities the nominee would retain while performing the duties of the Contractor's Representative. If the Employer does not object to the appointment within fourteen (14) days, the Contractor's Representative shall be deemed to have been approved. If the Employer objects to the appointment within fourteen (14) days giving the reason therefore, then the Contractor shall appoint a replacement within fourteen (14) days of such objection, in accordance with this GC Sub-Clause 18.2.1.

18.2.2 Subject to the extensions and/or limitations specified in the SOR (if any), the Contractor's

Representative shall have the authority to represent the Contractor on all day-to-day matters relating to the System or arising from the Contract. The Contractor's Representative shall give to the Project Manager all the Contractor's notices, instructions, information, and all other communications under the Contract.

18.3 All notices, instructions, information and all other communications given by the Employer or the Project Manager to the Contractor under the Contract shall be given to the Contractor's Representative or, in its absence, its deputy, except as otherwise provided for in this Contract.

18.3.1 The Contractor shall not revoke the appointment of the Contractor's Representative without the Employer's prior written consent, which shall not be unreasonably withheld. If the Employer consents to such an action, the Contractor shall appoint another person of equal or superior qualifications as the Contractor's Representative, pursuant to the procedure set out in GC Sub-Clause 18.2.1.

18.3.2 The Contractor's Representative and staff are obliged to work closely with the Project Manager and staff, act within their own authority, and abide by directives issued by the Employer that are consistent with the terms of the Contract. The Contractor's Representative is responsible for managing the activities of its personnel and any subcontracted personnel.

18.3.3 The Contractor's Representative may, subject to the approval of the Employer (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions and authorities vested in him or her. Any such delegation may be revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Contractor's Representative, and shall specify the powers, functions and authorities thereby delegated or revoked. No such delegation or revocation shall take effect unless and until a copy thereof has been delivered to the Employer and the Project Manager.

18.3.4 Any act or exercise by any person of powers, functions and authorities so delegated to him or her in accordance with this GC Sub-Clause 18.3.4 shall be deemed to be an act or exercise by the Contractor's Representative.

18.4 Objections and Removals

18.4.1 The Employer may by notice to the Contractor object to any representative or person employed by the Contractor in the execution of the Contract who, in the reasonable opinion of the Employer, may have behaved inappropriately, be incompetent, or be negligent. The Employer shall provide evidence of the same, whereupon the Contractor shall remove such person from work on the System.

18.4.2 If any representative or person employed by the Contractor is removed in accordance with GC Sub-Clause 18.4.1 above, the Contractor shall, where required, promptly appoint a replacement.

**19. Project Planning
and
Performance**

19.1 If specified in the SOR, the Contractor shall develop, in close cooperation with the Employer, and based on the Preliminary Project Plan included in the Contractor's bid, an Agreed and Finalized Project Plan encompassing the activities specified in the SOR.

19.2 The Agreed and Finalized Project Plan will be prepared by the Contractor and approved by the Employer in accordance with the procedure specified in the SOR.

19.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed and Finalized Project Plan shall be incorporated in the Contract by amendment, in accordance with GC Clause 44 (Extension Time for Completion).

19.4 The Contractor shall undertake to supply, install, test, and commission the IT Products and/or Services in accordance with the SOR and Agreed and Finalized Project Plan.

19.5 The progress report and other reports specified in the SOR shall be prepared by the Contractor and submitted to the Employer in the format and frequency specified in the SOR.

19.6 If at any time the Contractor's actual progress falls behind the project schedule described in the Agreed and Finalized Project Plan, or it becomes apparent that it will so fall behind, the Contractor shall, at the request of the Employer or the Project Manager, prepare and submit to the Project Manager a revised project schedule, taking into account the prevailing circumstances, and shall notify the Project Manager of the steps being taken to expedite progress so as to attain Completion of the Facilities within the Time for Completion under GC Sub-Clause 8.2, any extension thereof entitled under GC Sub-Clause 44.1 (Extension of Time for Completion), or any extended period as may otherwise be agreed upon between the Employer and the Contractor.

20. Subcontracting

- 20.1 Appendix 3 (List of Approved Sub-Contractors) to the Contract specifies critical items of supply or services and a list of Sub-Contractors for each item that are considered acceptable by the Employer. If no Sub-Contractors are listed for an item, the Contractor shall prepare a list of Sub-Contractors it considers qualified and wishes to be added to the list for such items. The Contractor may from time to time propose additions to or deletions from any such list. The Contractor shall submit any such list or any modification to the list to the Employer for its approval in sufficient time so as not to impede the progress of work on the System. The Employer shall not withhold such approval unreasonably. Such approval by the Employer of a Sub-Contractor(s) shall not relieve the Contractor from any of its obligations, duties, or responsibilities under the Contract.
- 20.2 The Contractor may, at its discretion, select and employ Sub-Contractors for such critical items from those Sub-Contractors listed pursuant to GC Sub-Clause 20.1. If the Contractor wishes to employ a Sub-Contractor not so listed, or subcontract an item not so listed, it must seek the Employer's prior approval under GC Sub-Clause 20.3.
- 20.3 For items for which pre-approved Sub-Contractor lists have not been specified in Appendix 3 to the Contract, the Contractor may employ such Sub-Contractors as it may select, provided: (i) the Contractor notifies the Employer in writing at least twenty-eight (28) days prior to the proposed mobilization date for such Sub-Contractor; and (ii) by the end of this period either the Employer has granted its approval in writing or fails to respond. The Contractor shall not engage any Sub-Contractor to which the Employer has objected in writing prior to the end of the notice period. The absence of a written objection by the Employer during the above specified period shall constitute formal acceptance of the proposed Sub-Contractor. Except to the extent that it permits, the deemed approval of the Employer of Sub-Contractors not listed in the Contract, nothing in this Clause, however, shall limit the rights and obligations of either the Employer or Contractor as they are specified in GC Sub-Clauses 20.1 and 20.2 or in Appendix 3 of the Contract.
- 20.4 Each sub-contract shall include provisions which would entitle the Employer to require the sub-contract to be assigned to the Employer under GC Sub-Clause 20.5 (if and when applicable), or in event of termination by the Employer under GC Clause 46.
- 20.5 If a Sub-Contractor's obligations extend beyond the expiry date of the relevant Defect Liability Period and the Project Manager, prior to that date, instructs the Contractor to assign the benefits of such obligations to the Employer, then the

Contractor shall do so.

21.Design and Engineering

21.1 Technical Specifications and Drawings

21.1.1 The Contractor shall execute the basic and detailed design and the implementation activities necessary for successful provision of the IT Products and/or Services in compliance with the provisions of the Contract or, where not so specified, in accordance with good industry practice.

The Contractor shall be responsible for any discrepancies, errors or omissions in the specifications, drawings and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Contractor by or on behalf of the Employer.

21.1.2 The Contractor shall be entitled to disclaim responsibility for any design, data, drawing, specification, or other document, or any modification of such design, drawings, specification, or other documents provided or designated by or on behalf of the Employer, by giving a notice of such disclaimer to the Project Manager.

21.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) days prior to date of bid submission shall apply unless otherwise specified in the SOR. During Contract execution, any changes in such codes and standards shall be applied after approval by the Employer and shall be treated in accordance with GC Sub-Clause 43.3 (Changes Originating From Contractor).

21.3 Approval/Review of Technical Documents by Project Manager

21.3.1 The Contractor shall prepare or cause its Sub-Contractors to prepare, and furnish to the Project Manager the documents listed in the Appendix to the Contract titled List of Documents for Approval or Review, for its approval or review as specified and in accordance with the requirements of GC Sub-Clause 19.1.

21.3.2 Any part of the IT Products and/or Services covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval thereof.

21.3.3 GC Sub-Clause 21.5 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

21.4 Any part of the IT Products and/or Services covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents.

21.5 GC Sub-Clauses 21.3.2 through 21.3.3 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

21.5.1 Within fourteen (14) days after receipt by the Project Manager of any document requiring the Project Manager's approval in accordance with GC Sub-Clause 21.4, the Project Manager shall either return one copy of the document to the Contractor with its approval endorsed on the document or shall notify the Contractor in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes. If the Project Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Project Manager.

21.5.2 The Project Manager shall not disapprove any document, except on the grounds that the document does not comply with the Contract or that it is contrary to good engineering practice.

21.5.3 If the Project Manager disapproves the document, the Contractor shall modify the document and resubmit it for the Project Manager's approval in accordance with GC Sub-Clause 21.4. If the Project Manager approves the document subject to modification(s), the Contractor shall make the required modification(s), and the document shall be deemed to have been approved.

21.5.4 If any dispute or difference occurs between the Employer and the Contractor in connection with or arising out of the disapproval by the Project Manager of any document and/or any modification(s) to a document that cannot be settled between the Parties within a reasonable period, then, in case the Contract

includes and names an Adjudicator, such dispute may be referred to the Adjudicator for determination in accordance GC 52 (Disputes and Arbitration). If such dispute is referred to an Adjudicator, the Project Manager shall give instructions as to whether and if so, how, performance of the Contract is to proceed. The Contractor shall proceed with the Contract in accordance with the Project Manager's instructions, provided that if the Adjudicator upholds the Contractor's view on the dispute and if the Employer has not given notice under GC Clause 52, then the Contractor shall be reimbursed by the Employer for any additional costs incurred by reason of such instructions and shall be relieved of such responsibility or liability in connection with the dispute and the execution of the instructions as the Adjudicator shall decide, and the Time for Operational Acceptance shall be extended accordingly.

21.5.5 The Project Manager's approval, with or without modification of the document furnished by the Contractor, shall not relieve the Contractor of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Project Manager or inaccurate information furnished in writing to the Contractor by or on behalf of the Employer.

21.5.6 The Contractor shall not depart from any approved document unless the Contractor has first submitted to the Project Manager an amended document and obtained the Project Manager's approval of the document, pursuant to the provisions of this GC Sub-Clause 21.5. If the Project Manager requests any change in any already approved document and/or in any document based on such an approved document, the provisions of GC Clause 43 (Change in the Facility) shall apply to such request.

22. Transport and Delivery

22.1 Subject to GC Clauses 9 and 14, the Contractor shall manufacture or procure and transport all IT Products and/or Services in an expeditious and orderly manner to the Project Site.

22.2 Delivery of the IT Products and/or Services shall be made by the Contractor in accordance with the SOR.

22.3 Early or partial deliveries require the explicit written consent of the Employer, which consent shall not be unreasonably withheld.

22.4 Transportation

22.4.1 The Contractor shall provide such packing of the IT Products and/or Services as is required to prevent their damage or deterioration during shipment. The packing, marking, and documentation within and outside the packages shall comply strictly with the Employer's instructions to the Contractor.

22.4.2 The Contractor shall bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in Appendix 6 (Revised Price Schedules) to the Contract, including the terms and conditions of the associated Incoterms.

22.4.3 Unless otherwise specified in the PC, the Contractor shall be free to use transportation through carriers registered in any Eligible Country and to obtain insurance from any Eligible Country

22.5 Unless otherwise specified in the PC, the Contractor shall provide the Employer with shipping and other documents, as specified below:

For Products supplied from outside the Employer's Country:

(a) Upon shipment, the Contractor shall notify the Employer and the insurance company contracted by the Contractor to provide cargo insurance by cable, facsimile, electronic mail, or Electronic Data Interchange (EDI) with the full details of the shipment. The Contractor shall promptly send the following documents to the Employer by facsimile and email and hard copies Air mail and/or courier, as appropriate, with a copy to the cargo insurance company:

- (i) two copies of the Contractor's invoice showing the description of the Products, quantity, unit price, and total amount;
- (ii) usual transportation documents;
- (iii) insurance certificate;
- (iv) certificate(s) of origin; and
- (v) estimated time and point of arrival in the Employer's Country and at the Project Sites.

For Products supplied locally (i.e. from within the Employer's Country):

(b) Upon shipment, the Contractor shall notify the Employer by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Contractor shall promptly send the following documents to the Employer by mail or

courier, as appropriate:

- (i) two copies of the Contractor's invoice showing the
- (ii) Products' description, quantity, unit price, and total amount;
- (iii) delivery note, railway receipt, or truck receipt;
- (iv) certificate of insurance;
- (v) certificate(s) of origin; and
- (vi) estimated time of arrival at the Project Sites

22.6 Customs clearance

22.6.1 The Employer shall bear responsibility for, and cost of, customs clearance into the Employer's Country in accordance with the particular Incoterm(s) used for Products supplied from outside the Employer's Country in the Price Schedules referred to by Article 2 of the Contract.

22.6.2 At the request of the Employer, the Contractor shall make available a representative or agent during the process of customs clearance in the Employer's Country for Products supplied from outside the Employer's Country. In the event of delays in customs clearance that are not the fault of the Contractor:

- (a) the Contractor shall be entitled to an extension in the Time for Achieving Operational Acceptance, pursuant to GC Clause 44 (Extension of Time for Completion);
- (b) the Contract Price shall be adjusted to compensate the Contractor for any additional storage charges that the Contractor may incur as a result of the delay.

23. Product Upgrades

23.1 At any point during performance of the Contract, should technological advances be introduced by the Contractor for the IT Products and/or Services originally offered by the Contractor in its bid and still to be delivered, the Contractor shall be obligated to offer to the Employer the latest versions of the available information technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GC Clause 43 (Change in the Facility).

23.2 At any point during performance of the Contract, for IT Products and/or Services still to be delivered, the Contractor will also pass on to the Employer any cost reductions and additional and/or improved support and facilities that it offers

to other clients of the Contractor in the Employer's Country, pursuant to GC Clause 43.

- 23.3 During performance of the Contract, the Contractor shall offer to the Employer all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Contractor to other clients of the Contractor in the Employer's Country, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for this Software exceed those quoted by the Contractor in the Recurrent Costs tables in its bid.
- 23.4 During the Warranty Period, unless otherwise specified in the PC, the Contractor will provide at no additional cost to the Employer all new versions, releases, and updates for all Standard Software that are used in with the IT Products and/or Services, within thirty (30) days of their availability from the Contractor to other clients of the Contractor in the Employer's country, and no later than twelve (12) months after they are released in the Country of Origin of the Software.
- 23.5 The Employer shall introduce all new versions, releases or updates of the Software within eighteen (18) months of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Contractor shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update. In no case shall the Contractor stop supporting or maintaining a version or release of the Software less than twenty-four (24) months after the Employer receives a production-ready copy of a subsequent version, release, or update. The Employer shall use all reasonable endeavors to implement any new version, release, or update as soon as practicable, subject to the twenty four-month-long stop date.

**24. IT Products
and/or Services**

24.1 Prices charged by the Contractor for IT Products and/or Services, that are not included in the Contract, shall be agreed upon in advance by the parties (including, but not restricted to, any prices submitted by the Contractor in the Recurrent Cost Schedules of its Bid) and shall not exceed the prevailing rates charged by the Contractor to other Employers in the Employer's Country for similar IT Products and/or Services.

**25. Inspection and
Testing**

25.1 The Employer or its representative shall have the right to inspect and/or test any components of the IT Products and/or Services, as specified in the SOR, or specify such tests to be executed by the Contractor, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site.

25.2 The Employer and the Project Manager or their designated representatives shall be entitled to attend the aforesaid test and/or inspection, provided that the Employer shall bear all costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.

25.3 Whenever the Contractor is ready to carry out any such test and/or inspection, the Contractor shall give a reasonable advance notice of such test and/or inspection and of the place and time thereof to the Project Manager. The Contractor shall obtain from any relevant third Party or manufacturer any necessary permission or consent to enable the Employer and the Project Manager or their designated representatives to attend the test and/or inspection.

25.4 The Contractor shall provide the Project Manager with a certified report of the results of any such test and/or inspection.

25.5 If the Employer or Project Manager or their designated representatives fails to attend the test and/or inspection, or if it is agreed between the Parties that such persons shall not do so, then the Contractor may proceed with the test and/or inspection in the absence of such persons, and may provide the Project Manager with a certified report of the results thereof.

25.6 The Project Manager may require the Contractor to carry out any test and/or inspection not required by the Contract, provided that the Contractor's reasonable costs and expenses incurred in the carrying out of such test and/or inspection

shall be added to the Contract Price. Further, if such test and/or inspection impede the progress of work on the Facilities and/or the Contractor's performance of its other obligations under the Contract, due allowance will be made in respect of the Time for Completion and the other obligations so affected.

25.7 If any component of the IT Products and/or Services fails to pass any test and/or inspection, the Contractor shall either rectify or replace such component and shall repeat the test and/or inspection upon giving a notice under GC Sub-Clause 25.3.

25.8 If any dispute shall arise between the parties in connection with or caused by an inspection and/or with regard to any component to be incorporated in the IT Products and/or Services that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GC Clause 52 (Disputes and Arbitration), starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract.

26. Completion

26.1 As soon as the IT Products and Installation Services have, in the opinion of the Contractor, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Schedule of Requirements, and the Agreed and Finalized Project Plan, the Contractor shall so notify the Employer in writing.

26.2 The Project Manager shall, within fourteen (14) days after receipt of the Contractor's notice under GC Sub-Clause 26.1, either issue an Installation Certificate in the form specified in the Contract Forms Section in the Bidding Documents, stating that the Installation of the IT Products has been achieved by the date of the Contractor's notice under GC Clause 26.1, or notify the Contractor in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components making up the IT Products and Installation Services. The Contractor shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies that have been notified to the Contractor by the Project Manager. The Contractor shall then promptly carry out retesting of the IT Products and Installation Services and,

when in the Contractor's opinion they are ready for Commissioning and Operational Acceptance Testing, notify the Employer in writing, in accordance with GC Sub-Clause 26.1. The procedure set out in this Sub-Clause GC 26.2 shall be repeated, as necessary, until the Installation Certificate is issued.

26.3 If the Project Manager fails to issue the Installation Certificate and fails to inform the Contractor of any defects and/or deficiencies within fourteen (14) days after receipt of the Contractor's notice under GC Sub-Clause 26.1, or if the Employer puts the IT Products and Installation Services into production operation, then the IT Products and Installation Services shall be deemed to have achieved successful Installation as of the date of the Contractor's notice or repeated notice, or when the Employer put the IT Products and Installation Services into production operation, as the case may be.

27. Commissioning and Operational Acceptance

27.1 Commissioning

27.1.1 Commissioning of the IT Products and/or Services shall be commenced by the Contractor:

- (a) immediately after issue of the Installation Certificate is issued by the Project Manager, pursuant to GC Sub-Clause 26.2, or
- (b) as otherwise specified in the Technical Requirements (specified in the SOR) or the Agreed and Finalized Project Plan; or
- (c) immediately after Installation occurred, under GC Sub-Clause 26.3.

27.1.2 The Employer shall supply the operating and technical personnel and all materials and information reasonably required to enable the Contractor to carry out its obligations with respect to Commissioning. Production use of the IT Products and/or Services shall not commence prior to the start of the formal Operational Acceptance Testing.

27.2 Operational Acceptance Test

27.2.1 The Operational Acceptance Tests (and repeats of each tests) shall be the primary responsibility of the Employer (in accordance with GC Sub-Clause 10.10), but shall be conducted with the full cooperation of the Contractor during Commissioning of the IT Products and Installation Services to ascertain whether they conform to the SOR and meets the standard of performance quoted in the Contractor's bid, including, but not restricted to, the functional and technical performance requirements. The Operational

Acceptance Tests during Commissioning will be conducted as specified in the SOR and/or the Agreed and Finalized Project Plan.

27.2.2 At the Employer's discretion, Operational Acceptance Tests may also be performed on replacement Products, upgrades and new version releases, and Products that are added or field-modified after Operational Acceptance of the System.

27.2.3 If for reason attributable to the Employer, the Operational Acceptance Test of the IT Products and Installation Services cannot be successfully completed within the period specified in the SOR, from the date of Installation or any other period agreed upon in writing by the Employer and the Contractor, the Contractor shall be deemed to have fulfilled its obligations with respect to the technical and functional aspects of the SOR and/or the Agreed and Finalized Project Plan, and GC Sub-Clauses 28.2 and 28.3 (Completion Time Guarantee) shall not apply.

27.3 Operational Acceptance

27.3.1 Subject to GC Sub-Clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the IT Products and Installation Services when

- (a) the Operational Acceptance Tests, specified in the SOR and/or Agreed and Finalized Project Plan have been successfully completed; or
- (b) the Operational Acceptance Tests have not been successfully completed or have not been carried out for reasons that are attributable to the Employer within the period from the date of Installation or any other agreed-upon period as specified in GC Clause 27.2.3 above; or
- (c) the Employer has put the System into production or use for sixty (60) consecutive days. If the System is put into production or use in this manner, the Contractor shall notify the Employer and document such use.

27.3.2 At any time after any of the events set out in GC Sub- Clause 27.3.1 above have occurred, the Contractor may give a notice to the Project Manager requesting the issue of an Operational Acceptance Certificate.

27.3.3 After consultation with the Employer, and within fourteen (14) days after receipt of the Contractor's notice, the Project Manager shall:

- (a) issue an Operational Acceptance Certificate; or
- (b) notify the Contractor in writing of any defect or deficiencies or other reason for the failure

of the Operational Acceptance Tests; or

- (c) issue the Operational Acceptance Certificate, if the situation covered by GC Clause 27.3.1 (b) arises.

27.3.4 The Contractor shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified to the Contractor. Once such remedies have been made by the Contractor, the Contractor shall notify the Employer, and the Employer, with the full cooperation of the Contractor, shall use all reasonable endeavors to promptly carry out retesting of the IT Products and Installation Services. Upon the successful conclusion of the Operational Acceptance Tests, the Contractor shall notify the Employer of its request for Operational Acceptance Certification, in accordance with GC Sub-Clause 27.3.2. The Employer shall then issue to the Contractor the Operational Acceptance Certification in accordance with GC Sub-Clause 27.3.3 (a), or shall notify the Contractor of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GC Sub-Clause 27.3.4 shall be repeated, a necessary, until the Operational Acceptance Certificate is issued.

27.3.5 If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with GC Sub-Clause

27.2, then either:

- (a) the Employer may consider terminating the Contract, pursuant to GC Clause 47 (Termination for Contractor's Default), or
- (b) if the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Employer to fulfill its obligations under the Contract, then the Contractor shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the Contract, and GC Sub-Clauses 30.3 and 30.4 (Functional Guarantees) shall not apply.

27.3.6 If within fourteen (14) days after receipt of the Contractor's notice, the Project Manager fails to issue the Operational Acceptance Certificate or fails to inform the Contractor in writing of the justifiable reasons why the Project Manager has not issued the Operational Acceptance Certificate, the IT Products and Installation Services shall be deemed to have been accepted as of the date of the Contractor's said notice.

27.4 Partial Acceptance

- 27.4.1 If so specified in the SOR for GC Sub-Clause 27.2(a), Installation and Commissioning shall be carried out individually for each identified major component of the IT Products and Installation Services. In this event, the provisions in the Contract relating to Installation and Commissioning, including the Operational Acceptance Test, shall apply to each such major component individually, and Operational Acceptance Certificate(s) shall be issued accordingly for each such major component, subject to the limitations contained in GC Sub-Clause 27.4.2.
- 27.4.2 The issuance of Operational Acceptance Certificates for individual major components pursuant to GC Sub-Clause 27.4.1 shall not relieve the Contractor of its obligation to obtain an Operational Acceptance Certificate for the IT Products and Installation Services as a whole once all major components have been supplied, installed, tested, and commissioned.
- 27.4.3 In the case of minor components for the IT Products and Installation Services that by their nature do not require Commissioning or an Operational Acceptance Test, the Project Manager shall issue an Operational Acceptance Certificate within fourteen (14) days after such components have been delivered and/or installed or the site works have been completed. The Contractor shall, however, use all reasonable endeavors to promptly remedy any defects or deficiencies in such minor components detected by the Employer or Contractor.

F. GUARANTEES AND LIABILITIES

- 28. Completion Time Guarantee**
- 28.1 The Contractor guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the IT Products and/or Services within the time periods specified in the Implementation Schedule and/or Agreed and Finalized Project Plan pursuant to GC Sub-Clause 8.2, or within such extended time to which the Contractor shall be entitled under GC Clause 44 (Extension of Time for Completion).
- 28.2 If the Contractor fails to supply, install, commission, and achieve Operational Acceptance of the IT Products and/or Services within the time for achieving Operational Acceptance specified in the Implementation Schedule or the Agreed and Finalized Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GC Clause 44 (Extension of Time for

Completion), the Contractor shall pay to the Employer liquidated damages at the rate specified in the PC as a percentage of the Contract Price, or the relevant part of the Contract Price if a major component of the IT Products and/or Services has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount specified in the PC (-the Maximum). Once the Maximum is reached, the Employer may consider termination of the Contract, pursuant to GC Sub-Clause 47 (Termination for Contractor's Default).

28.3 Unless otherwise specified in the PC, liquidated damages payable under GC Sub-Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the IT Products and/or Services as specified in the Implementation Schedule and/or Agreed and Finalized Project Plan. This GC Sub-Clause 28.3 shall not limit, however, any other rights or remedies the Employer may have under the Contract for other delays.

28.4 If liquidated damages are claimed by the Employer for the IT Products and/or Services, the Contractor shall have no further liability whatsoever to the Employer in respect to the Operational Acceptance time guarantee for the System (or Subsystem). However, the payment of liquidated damages shall not in any way relieve the Contractor from any of its obligations to complete the IT Products and/or Services or from any other of its obligations and liabilities under the Contract.

29. Defect Liability

29.1 The Contractor warrants that for the period specified in the SOR, all Products, including Documentation, and/or Services (to the extent relevant) to be delivered under this contract:

- (a) shall be free from defects in the design, engineering, and workmanship;
- (b) are newly manufactured, unused, and incorporate all recent material improvements in design; and
- (c) complies with or exceeds the Technical Specifications in the SOR.

Exceptions and/or limitations, if any, to this warranty with respect to Software (or categories of Software), shall be as specified in the PC. Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.

29.2 In addition, the Contractor warrants that:

- (a) all Products components to be incorporated into the System form part of the Contractor's and/or Sub-Contractor's current product lines,

- (b) they have been previously released to the market, and
 - (c) those specific items identified in the PC (if any) have been in the market for at least the minimum periods specified in the PC.
- 29.3 The Warranty Period shall commence from the date of Operational Acceptance of the IT Products and/or Services and shall extend for the length of time specified in the PC.
- 29.4 If during the Warranty Period any defect as described in GC Sub- Clause 29.1 should be found in the design, engineering, Documentation, and workmanship of the Products and/or Services provided by the Contractor, the Contractor shall promptly, in consultation and agreement with the Employer regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Contractor shall, at its discretion, determine) such defect as well as any damage to the Products and/or Services caused by such defect. Any defective Products and/or Services that have been replaced by the Contractor shall remain the property of the Contractor.
- 29.5 The Contractor shall not be responsible for the repair, replacement, or making good of any defect or of any damage to the Products and/or Services arising out of or resulting from any of the following causes:
- (a) improper operation or maintenance of the Product and/or Service by the Employer;
 - (b) normal wear and tear;
 - (c) use of the IT Products and/or Services with items not supplied by the Contractor, unless otherwise identified in the Schedule of Requirements, or approved by the Contractor; or
 - (d) modifications made to the Products and/or Services by the Employer, or a third party, not approved by the Contractor.
- 29.6 The Contractor's obligations under this GC Clause 29 shall not apply to:
- (a) any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; or
 - (b) any designs, specifications, or other data designed, supplied, or specified by or on behalf of the Employer or any matters for which the Contractor has disclaimed responsibility in writing and has been accepted by the Employer.
- 29.7 The Employer shall give the Contractor a notice promptly

following the discovery of such defect, stating the nature of any such defect together with all available evidence

- 29.8 The Contractor may, with the consent of the Employer, remove from the Site any IT Products and/or Services that are defective, if the nature of the defect, and/or any damage to the IT Products and/or Services caused by the defect, is such that repairs cannot be expeditiously carried out at the Site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the IT Products and/or Services, the Employer may give the Contractor notice requiring that tests of the defective part be made by the Contractor immediately upon completion of such remedial work, whereupon the Contractor shall carry out such tests.
- 29.9 If such part fails the tests, the Contractor shall carry out further repair, replacement, or making good (as the case may be) until that part of the IT Product and/or Service passes such tests. The tests shall be agreed upon by the Employer and the Contractor.
- 29.10 If the Contractor fails to commence the work necessary to remedy such defect or any damage to the IT Product and/or Service caused by such defect within the time period specified in the PC, the Employer may, following notice to the Contractor, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Employer in connection with such work shall be paid to the Employer by the Contractor or may be deducted by the Employer from any monies due the Contractor or claimed under the performance security (refer GC Sub-Clause 13.3 (Performance Security)).
- 29.11 If the IT Products and/or Services cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the IT Products and/or Services shall be extended by a period equal to the period during which the IT Products and/or Service could not be used by the Employer because of such defect and/or making good of such defect.
- 29.12 Items substituted for defective parts of the IT Product and/or Service during the Warranty Period shall be covered by the Defect Liability Period for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater.
- 29.13 At the request of the Employer and without prejudice to any other rights and remedies that the Employer may have against the Contractor under the Contract, the Contractor will offer all possible assistance to the Employer to seek warranty services or remedial action from any subcontracted third-party producers or licensor of IT Products and/or Services including without limitation assignment or transfer in favour

of the Employer of the benefit of any warranties given by such producers or licensors to the Contractor.

30. Functional Guarantees

- 30.1 The Contractor guarantees that during the Operational Acceptance, the IT Products and/or Services and all parts thereof shall attain the Functional Guarantees, subject to and upon the conditions therein specified.
- 30.2 If, for reasons attributable to the Contractor, the minimum level of the Functional Guarantees are not met either in whole or in part, the Contractor shall at its cost and expense make such changes, modifications and/or additions to the IT Products and/or Services or any part thereof as may be necessary to meet at least the minimum level of such Guarantees. The Contractor shall notify the Employer upon completion of the necessary changes, modifications and/or additions, and shall request the Employer to repeat the Operational Acceptance Test until the minimum level of the Guarantees has been met. If the Contractor eventually fails to meet the minimum level of Functional Guarantees, the Employer may consider termination of the Contract, pursuant to GC Clause 47 (Termination for Contractor's Default).
- 30.3 If, for reasons attributable to the Contractor, the Functional Guarantees are not attained either in whole or in part, but the minimum level of the Functional Guarantees is met, the Contractor shall, at the Contractor's option, either
- (a) make such changes, modifications and/or additions to the Facilities or any part thereof that are necessary to attain the Functional Guarantees at its cost and expense, and shall request the Employer to repeat the Operational Acceptance Test; or
 - (b) pay liquidated damages to the Employer in respect of the failure to meet the Functional Guarantees.
- 30.4 The payment of liquidated damages under GC Sub-Clause 30.3, up to the limitation of liability specified in the Appendix to the Contract titled Functional Guarantees, shall completely satisfy the Contractor's guarantees under GC Sub-Clause 30.3, and the Contractor shall have no further liability whatsoever to the Employer in respect thereof. Upon the payment of such liquidated damages by the Contractor, the Project Manager shall issue the Operational Acceptance Certificate for the Facilities or any part thereof in respect of which the liquidated damages have been so paid.

**31. Intellectual
Property Rights
Warranty**

- 31.1 The Contractor hereby represents and warrants that:
- (a) the IT Products and/or Services as supplied, installed, tested and accepted;
 - (b) use of the IT Products and/or Services in accordance with the Contract; and
 - (c) copying of the Software and Documentation provided to the Employer in accordance with the Contract

do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Employer to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Contractor shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the IT Products and/or Services.

**32. Intellectual
Property Rights
Indemnity**

- 32.1 The Contractor shall indemnify and hold harmless the Employer and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Employer or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights.

- 32.2 Such indemnity shall not cover any use of the IT Products and/or Services, including the Documentation, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the IT Products and/or Services, or any secondary IT Products and/or Services that result thereby in association or combination with any IT Products and/or Services not supplied by the Contractor, where the infringement arises because of such association or combination and not because of use of the IT Products and/or Services in its own right.

- 32.3 Such indemnities shall also not apply if any claim or infringement:
- (a) is asserted by a parent, subsidiary, or affiliate of the Employer's organization;
 - (b) is a direct result of a design mandated by the Employer's SOR and the possibility of such infringement was duly noted in the Contractor's bid; or
 - (c) results from the alteration of the IT Products and/or Services, including the Documentation, by the Employer or any persons other than the Contractor or a person

authorized by the Contractor.

- 32.4 If a claim of infringement of Intellectual Property Rights is made or threatened by a third party, the Employer will allow the Contractor, at the Contractor's expense, to either:
- (a) obtain for the Employer the right to continued use of the IT Products and/or Services; or
 - (b) replace or modify the IT Products and/or Services so that the alleged infringement ceases so long as the IT Products and/or Services continue to provide the Customer with equivalent functionality and performance as required in the SOR
- 32.5 The Employer shall indemnify and hold harmless the Contractor and its employees, officers and Sub-Contractors from and against any and all losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Contractor or its employees, officers, or Sub-Contractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data drawing, specification, or other documents or materials provided to the Contractor in connection with this Contract by the Employer or any persons (other than the Contractor) contracted by the Employer, except to the extent that such losses, liabilities, and costs arise as a result of the Contractor's breach of GC Sub-Clause 32.8.
- 32.6 Such indemnity shall not cover any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, or any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other IT Products and/or Services not provided by the Employer or any other person contracted by the Employer, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.
- 32.7 Such indemnities shall also not apply:
- (a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Contractor's organization;
 - (b) to the extent that any claim of infringement caused by the alteration, by the Contractor, or any persons contracted by the Contractor, of the design, data, drawing, specification, or other documents or materials provided to the Contractor by the Employer or any persons contracted by the Employer

32.8 If any proceedings are brought or any claim is made against the Contractor arising out of the matters referred to in GC Sub-Clause 32.5, the Contractor shall promptly give the Employer notice of such proceedings or claims, and the Employer may at its own expense and in the Contractor's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Employer fails to notify the Contractor within twenty- eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Contractor shall be free to conduct the same on its own behalf. Unless the Employer has so failed to notify the Contractor within the twenty-eight (28) days, the Contractor shall made no admission that may be prejudicial to the defense of any such proceedings or claim. The Contractor shall, at the Employer's request, afford all available assistance to the Employer in conducting such proceedings or claim and shall re reimbursed by the Employer for all reasonable expenses incurred in so doing.

33. Limitation of Liability

33.1 Except in cases of criminal negligence or willful misconduct, and Intellectual Property Rights Indemnity claims pursuant to Clause 32:

- (a) neither Party shall be liable to the other Party, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, which may be suffered by the other Party in connection with the Contract, other than specifically provided as any obligation of the Party in the Contract, and
- (b) the aggregate liability of the Contractor to the Employer, whether under the Contract, in tort or otherwise, shall not exceed the amount resulting from the application of the multiplier specified in the PC, to the Contract Price or, if a multiplier is not so specified, the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Contractor to indemnify the Employer with respect to patent infringement.

34. Criminal Charges and Convictions

34.1 The Contractor warrants that it has disclosed and will continue to disclose during the term of this Contract full details of all criminal convictions and all pending criminal charges against it or any of its personnel, associates or Sub-Contractors that would reasonably be expected to adversely affect the Contractor or the Contractor's capacity to fulfill its obligations under this Contract. The Contractor is not required to provide information to the Contractor in a form

or in a manner which would cause the Contractor to breach the privacy of the individual but the Contractor will take all reasonable steps to either:

provide sufficient information to enable the Employer to assess the level of any risk or conflict posed to it by the existence of such conviction or pending charge; or

take such steps as necessary to ensure that the person who is the subject of the conviction or pending charge ceases to be directly or indirectly involved with this Contract.

- 34.2 A failure to make any such disclosure will be treated as a material breach of this Contract.

G. RISK DISTRIBUTION

35. Transfer of Ownership

35.1 With the exception of any Software and Documentation, the ownership of the IT Products and/or Services shall be transferred to the Employer at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract.

35.2 Ownership and the terms of usage of any Software and Documentation supplied under the Contract shall be governed by GC Clause 15 (Intellectual Property and Copyright), and any elaboration in the SOR.

35.3 Ownership of the Contractor's Equipment used by the Contractor and its Sub-Contractors in connection with the Contract shall remain with the Contractor or its Sub-Contractors.

**36. Care of IT
Products and/or
Services**

36.1 The Contractor shall be responsible for the care and custody of the IT Products and/or Services or any part thereof until the date of Completion of the IT Products and/or Services pursuant to GC Clause 26 (Completion) or, where the Contract provides for Completion of the IT Products and/or Services in parts, until the date of Completion of the relevant part, and shall make good at its own cost any loss or damage that may occur to the IT Products and/or Services or the relevant part thereof from any cause whatsoever during such period. The Contractor shall also be responsible for any loss or damage to the IT Products and/or Services caused by the Contractor or its Sub-Contractors in the course of any work carried out, pursuant to GC Clause 29 (Defect Liability). Notwithstanding the foregoing, the Contractor shall not be liable for any loss or damage to the IT Products and/or Services or that part thereof caused by reason of any of the matters specified or referred to in paragraphs (a), (b) and (c) of GC Sub-Clauses 36.2 and 42.1 (War Risks).

36.2 If any loss or damage occurs to the IT Products and/or Services or any part thereof or to the Contractor's temporary IT Products and/or Services by reason of

-) insofar as they relate to the country where the Site is located, nuclear reaction, nuclear radiation, radioactive contamination, pressure wave caused by aircraft or other aerial objects, or any other occurrences that an experienced contractor could not reasonably foresee, or if reasonably foreseeable could not reasonably make provision for or insure against, insofar as such risks are not normally insurable on the insurance market and are mentioned in the general exclusions of the policy of insurance, including War Risks and Political Risks, taken out under GC Clause 38 (Insurance) hereof; or
-) any use or occupation by the Employer or any third Party other than a Sub-Contractor, authorized by the Employer of any part of the IT Products and/or Services; or
-) any use of or reliance upon any design, data or specification provided or designated by or on behalf of the Employer, or any such matter for which the Contractor has disclaimed responsibility herein,

the Employer shall pay to the Contractor all sums payable in respect of the IT Products and/or Services executed, notwithstanding that the same be lost, destroyed or damaged, and will pay to the Contractor the replacement value of all temporary facilities and all parts thereof lost, destroyed or damaged. If the Employer requests the Contractor in writing

to make good any loss or damage to the IT Products and/or Services thereby occasioned, the Contractor shall make good the same at the cost of the Employer in accordance with GC Clause 43 (Change in the Facilities). If the Employer does not request the Contractor in writing to make good any loss or damage to the IT Products and/or Services thereby occasioned, the Employer shall either request a change in accordance with GC Clause 43, excluding the performance of that part of the IT Products and/or Services thereby lost, destroyed or damaged, or, where the loss or damage affects a substantial part of the IT Products and/or Services, the Employer shall terminate the Contract pursuant to GC Sub-Clause 46.1 hereof

- 36.3 The Contractor shall be liable for any loss of or damage to any Contractor's Equipment, or any other property of the Contractor used or intended to be used for purposes of the IT Products and/or Services, except
- (a) as mentioned in GC Sub-Clause 36.2 with respect to the Contractor's temporary IT Products and/or Services, and
 - (b) where such loss or damage arises by reason of any of the matters specified in GC Sub-Clauses 36.2 (b) and (c) and 42.1 (War Risks)
- 36.4 With respect to any loss or damage caused to the IT Products and/or Services or any part thereof or to the Contractor's Equipment by reason of any of the matters specified in GC Sub-Clause 42.1, the provisions of GC Sub-Clause 42.3 shall apply.

**37. Loss of or
Damage to
Property;
Accident or
Injury to
Workers;
Indemnification**

- 37.1 The Contractor and each and every Sub-Contractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force in the Employer's Country.
- 37.2 Subject to GC Sub-Clause 37.3, the Contractor shall indemnify and hold harmless the Employer and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of whatsoever nature, including attorney's fees and expenses, in respect of the death or injury of any person or loss of or damage to any property other than the IT Products and/or Services whether accepted or not, arising in connection with the supply and installation of the IT Products and/or Services and by reason of the negligence of the Contractor or its Sub-Contractors, or their employees, officers or agents, except any injury, death or property damage caused by the negligence of the Employer, its contractors, employees, officers or agents
- 37.3 If any proceedings are brought or any claim is made against the Employer that might subject the Contractor to

liability under GC Sub- Clause 37.2, the Employer shall promptly give the Contractor a notice thereof and the Contractor may at its own expense and in the Employer's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Contractor fails to notify the Employer within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Employer shall be free to conduct the same on its own behalf. Unless the Contractor has so failed to notify the Employer within the twenty-eight (28) day period, the Employer shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Employer shall, at the Contractor's request, afford all available assistance to the Contractor in conducting such proceedings or claim and shall be reimbursed by the Contractor for all reasonable expenses incurred in so doing.

37.4 The Employer shall indemnify and hold harmless the Contractor and its employees, officers and Sub-Contractors from any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Contractor or its employees, officers, or Sub-Contractors may suffer as a result of the death or personal injury of any person or loss of or damage to property of the Employer, other than the IT Products and/or Services not yet achieving Operational Acceptance, that is caused by fire, explosion, or any other perils, in excess of the amount recoverable from insurances procured under GC Clause 38 (Insurance), provided that such fire, explosion, or other perils were not caused by any act or failure of the Contractor.

37.5 If any proceedings are brought or any claim is made against the Contractor that might subject the Employer to liability under GC Sub- Clause 37.4, the Contractor shall promptly give the Employer notice of such proceedings or claims, and the Employer may at its own expense and in the Contractor's name conduct such proceedings or claim and any negotiations for the settlement of any such proceeding or claim. If the Employer fails to notify the Contractor within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Contractor shall be free to conduct the same on its own behalf. Unless the Employer has so failed to notify the Contractor within twenty-eight (28) days, the Contractor shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Contractor shall, at the Employer's request, afford all available assistance to the Employer in conducting such proceedings or claim and shall be reimbursed by the Employer for all reasonable expense incurred in so doing.

37.6 The Party entitled to the benefit of an indemnity under this GC Clause 37 shall take all reasonable measures to mitigate any loss or damage which has occurred. If the Party fails to take such measures, the other Party's liabilities shall be correspondingly reduced

38. Insurance

38.1 To the extent specified in the Appendix to the Contract titled Insurance Requirements, the Contractor shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurances set forth below in the sums and with the deductibles and other conditions specified in the said Appendix. The identity of the insurers and the form of the policies shall be subject to the approval of the Employer, who should not unreasonably withhold such approval.

38.1.1 Cargo Insurance During Transport

As applicable, 110 percent of the price of the Products covering the Products at the Site from all risks of physical loss or damage (excluding only perils commonly excluded under —all risks insurance policies of this type of reputable insurers) occurring prior to Operational Acceptance of the IT Products and/or Services

38.1.2 Installation All Risks Insurance

Covering physical loss or damage to the IT Products and/or Services at the Site, occurring prior to Completion of the Facilities, with an extended maintenance coverage for the Contractor's liability in respect of any loss or damage occurring during the Defect Liability Period while the Contractor is on the Site for the purpose of performing its obligations during the Defect Liability Period.

38.1.3 Third Party Liability Insurance

Covering bodily injury or death suffered by third Parties including the Employer's personnel, and loss of or damage to property occurring in connection with the supply and installation of the IT Products and/or Services.

38.1.4 Automobile Liability Insurance

Covering use of all vehicles used by the Contractor or its Sub- Contractors, whether or not owned by them, in connection with the execution of the Contract.

38.1.5 Workers' Compensation

In accordance with the statutory requirements applicable in any country where the Contract or any

part thereof is executed.

38.1.6 Employer's Liability

In accordance with the statutory requirements applicable in any country where the Contract or any part thereof is executed

38.1.7 Other Insurances

Such other insurances as may be specifically agreed upon by the Parties hereto as listed in the Appendix to the Contract titled Insurance Requirements.

38.2 The Employer shall be named as co-insured under all insurance policies taken out by the Contractor pursuant to GC Sub-Clause 38.1, except for the Third Party Liability, Workers' Compensation and Employer's Liability Insurances, and the Contractor's Sub-Contractors shall be named as co-insured under all insurance policies taken out by the Contractor pursuant to GC Sub-Clause 38.1 except for the Cargo Insurance During Transport, Workers' Compensation and Employer's Liability Insurances. All insurers' rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.

38.3 The Contractor shall, in accordance with the provisions of the Appendix to the Contract titled Insurance Requirements, deliver to the Employer certificates of insurance or copies of the insurance policies as evidence that the required policies are in full force and effect. The certificates shall provide that no less than twenty-one (21) days' notice shall be given to the Employer by insurers prior to cancellation or material modification of a policy.

38.4 The Contractor shall ensure that, where applicable, its Sub-Contractor(s) shall take out and maintain in effect adequate insurance policies for their personnel and vehicles and for work executed by them under the Contract, unless such Sub-Contractors are covered by the policies taken out by the Contractor.

38.5 The Employer shall at its expense take out and maintain in effect during the performance of the Contract those insurances specified in the Appendix to the Contract titled Insurance Requirements, in the sums and with the deductibles and other conditions specified in the said Appendix. The Contractor and the Contractor's Sub-Contractors shall be named as co-insured under all such policies. All insurers' rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies. The Employer shall deliver to the Contractor satisfactory evidence that the required insurances

are in full force and effect. The policies shall provide that not less than twenty-one (21) days' notice shall be given to the Contractor by all insurers prior to any cancellation or material modification of the policies. If so requested by the Contractor, the Employer shall provide copies of the policies taken out by the Employer under this GC Sub-Clause 38.5.

38.6 If the Contractor fails to take out and/or maintain in effect the insurances referred to in GC Sub-Clause 38.1, the Employer may take out and maintain in effect any such insurances and may from time to time deduct from any amount due the Contractor under the Contract any premium that the Employer shall have paid to the insurer, or may otherwise recover such amount as a debt due from the Contractor. If the Employer fails to take out and/or maintain in effect the insurances referred to in GC Sub-Clause 38.5, the Contractor may take out and maintain in effect any such insurances and may from time to time deduct from any amount due the Employer under the Contract any premium that the Contractor shall have paid to the insurer, or may otherwise recover such amount as a debt due from the Employer. If the Contractor fails to or is unable to take out and maintain in effect any such insurances, the Contractor shall nevertheless have no liability or responsibility towards the Employer, and the Contractor shall have full recourse against the Employer for any and all liabilities of the Employer herein.

38.7 Unless otherwise provided in the Contract, the Contractor shall prepare and conduct all and any claims made under the policies effected by it pursuant to this GC Clause 38, and all monies payable by any insurers shall be paid to the Contractor. The Employer shall give to the Contractor all such reasonable assistance as may be required by the Contractor. With respect to insurance claims in which the Employer's interest is involved, the Contractor shall not give any release or make any compromise with the insurer without the prior written consent of the Employer. With respect to insurance claims in which the Contractor's interest is involved, the Employer shall not give any release or make any compromise with the insurer without the prior written consent of the Contractor.

39. Unforeseen Conditions

39.1 If, during the execution of the Contract, the Contractor shall encounter on the Site any physical conditions other than climatic conditions, or artificial obstructions that could not have been reasonably foreseen prior to the date of the Contract by an experienced contractor on the basis of reasonable examination of the data relating to the IT Products and/or Services and on the basis of information that it could have obtained from a visual inspection of the Site if access thereto was available, or other data readily available to it relating to the IT Products and/or Services, and if the Contractor determines that it will in consequence of such conditions or obstructions incur additional cost and expense or require additional time to perform its obligations under the Contract that would not have been required if such physical conditions or artificial obstructions had not been encountered, the Contractor shall promptly, and before performing additional work or using additional Contractor's Equipment, notify the Project Manager in writing of:

- (a) the physical conditions or artificial obstructions on the Site that could not have been reasonably foreseen;
- (b) the additional work required, including the steps which the Contractor will or proposes to take to overcome such conditions or obstructions;
- (c) the extent of the anticipated delay; and
- (d) the additional cost and expense that the Contractor is likely to incur.

On receiving any notice from the Contractor under this GC Sub- Clause 39.1, the Project Manager shall promptly consult with the Employer and Contractor and decide upon the actions to be taken to overcome the physical conditions or artificial obstruction encountered. Following such consultations, the Project Manager shall instruct the Contractor, with a copy to the Employer, of the actions to be taken.

39.2 Any reasonable additional cost and expense incurred by the Contractor in following the instructions from the Project Manager to overcome such physical conditions or artificial obstructions referred to in GC Sub- Clause 39.1 shall be paid by the Employer to the Contractor as an addition to the Contract Price.

39.3 If the Contractor is delayed or impeded in the performance of the Contract because of any such physical conditions or artificial obstructions referred to in GC Sub-Clause 39.1, the Time for Completion shall be extended in accordance with GC Clause 44 (Extension of Time for Completion).

40. Change in Laws and Regulations

40.1 If, after the date twenty-eight (28) days prior to the date of bid submission, in the country where the Site is located, any law, regulation, ordinance, order or by-law having the force of law is enacted, promulgated, abrogated or changed which shall be deemed to include any change in interpretation or application by the competent authorities, that subsequently affects the costs and expenses of the Contractor and/or the Time for Completion, the Contract Price shall be correspondingly increased or decreased, and/or the Time for Completion shall be reasonably adjusted to the extent that the Contractor has thereby been affected in the performance of any of its obligation under the Contract. Notwithstanding the foregoing, such additional or reduced costs shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with the PC pursuant to GC Sub-Clause 11.2.

41. Force Majeure

41.1 Force Majeure shall mean any event beyond the reasonable control of the Employer or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the Party affected, and shall include, without limitation, the following:

- (a) war, hostilities or warlike operations whether a state of war be declared or not, invasion, act of foreign enemy and civil war
- (b) rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion and terrorist acts
- (c) confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler or any other act or failure to act of any local state or national government authority
- (d) strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine and plague
- (e) earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves or other natural or physical disaster
- (f) shortage of labor, materials or utilities where caused by circumstances that are themselves Force Majeure.

41.2 If either Party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances thereof within fourteen (14) days after the occurrence of such event.

- 41.3 The Party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such Party's performance is prevented, hindered or delayed. The Time for Completion shall be extended in accordance with GC Clause 8.
- 41.4 The Party or Parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect thereof upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either Party's right to terminate the Contract under GC Clauses 45 (Suspension), 46 (Termination for Employer's Convenience), 47 (Termination for Contractor's Default), and 48 (Termination by Contractor).
- 41.5 No delay or nonperformance by either Party hereto caused by the occurrence of any event of Force Majeure shall
- (a) constitute a default or breach of the Contract, or
 - (b) give rise to any claim for damages or additional cost or expense occasioned thereby, subject to GC Sub-Clauses 36.2 (Care of IT Products and/or Services), 41.3, and 42.4 (War Risks) if and to the extent that such delay or non-performance is caused by the occurrence of an event of Force Majeure
- 41.6 If the performance of the Contract is substantially prevented, hindered or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the currency of the Contract, the Parties will attempt to develop a mutually satisfactory solution, failing which either Party may terminate the Contract by giving a notice to the other, but without prejudice to either Party's right to terminate the Contract under GC Sub-Clause 42.5 (War Risks).
- 41.7 In the event of termination pursuant to GC Sub-Clause 41.6, the rights and obligations of the Employer and the Contractor shall be as specified in GC Sub-Clauses 46.2 and 46.3.
- 41.8 Notwithstanding GC Sub-Clause 41.5, Force Majeure shall not apply to any obligation of the Employer to make payments to the Contractor herein.

42. War Risks

42.1 “War Risks” shall mean any event specified in paragraphs (a) and (b) of GC Sub-Clause 41.1 and any explosion or impact of any mine, bomb, shell, grenade or other projectile, missile, munitions or explosive of war, occurring or existing in or near the country (or countries) where the Site is located

42.2 Notwithstanding anything contained in the Contract, the Contractor shall have no liability whatsoever for or with respect to

-) destruction of or damage to Facilities, or any part thereof;
-) destruction of or damage to property of the Employer or any third Party; or
-) injury or loss of life

if such destruction, damage, injury or loss of life is caused by any War Risks, and the Employer shall indemnify and hold the Contractor harmless from and against any and all claims, liabilities, actions, lawsuits, damages, costs, charges or expenses arising in consequence of or in connection with the same.

42.3 If the IT Products and/or Services or any other property of the Contractor used or intended to be used for the purposes of the IT Products and/or Services shall sustain destruction or damage by reason of any War Risks, the Employer shall pay the Contractor for

- (a) any part of the IT Products and/or Services so destroyed or damaged to the extent not already paid for by the Employer and so far as may be required by the Employer, and as may be necessary for completion of the Facilities;
- (b) replacing or making good any Contractor’s Equipment or other property of the Contractor so destroyed or damaged;
- (c) replacing or making good any such destruction or damage to the IT Products and/or Services or any part thereof.

If the Employer does not require the Contractor to replace or make good any such destruction or damage to the IT Products and/or Services, the Employer shall either request a change in accordance with GC Clause 43, excluding the performance of that part of the IT Products and/or Services thereby destroyed or damaged or, where the loss, destruction or damage affects a substantial part of the IT Products and/or Services, shall terminate the Contract, pursuant to GC Clause 46.

If the Employer requires the Contractor to replace or make good on any such destruction or damage to the IT Products and/or Services, the Time for Completion shall be extended in

accordance with GC 44

- 42.4 Notwithstanding anything contained in the Contract, the Employer shall pay the Contractor for any increased costs or incidentals to the execution of the Contract that are in any way attributable to, consequent on, resulting from, or in any way connected with any War Risks, provided that the Contractor shall as soon as practicable notify the Employer in writing of any such increased cost.
- 42.5 If during the performance of the Contract any War Risks shall occur that financially or otherwise materially affect the execution of the Contract by the Contractor, the Contractor shall use its reasonable efforts to execute the Contract with due and proper consideration given to the safety of its and its Sub-Contractors' personnel engaged in the work on the Facilities, provided, however, that if the execution of the work on the Facilities becomes impossible or is substantially prevented for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of any War Risks, the Parties will attempt to develop a mutually satisfactory solution, failing which either Party may terminate the Contract by giving a notice to the other.
- 42.6 In the event of termination pursuant to GC Sub-Clauses 42.3 or 42.5, the rights and obligations of the Employer and the Contractor shall be specified in GC Sub-Clauses 26.2 and 46.3 (Termination for Employer's Convenience).

H. CHANGE IN CONTRACT ELEMENTS

43. Change in the Facilities 43.1 Introducing a Change

- 43.1.1 Either Party may seek to vary any obligation of the Contract by making application to the other Party. No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party to the Contract
- 43.1.2 Subject to GC Sub-Clauses 43.2.5 and 43.2.7, the Employer shall have the right to propose, and subsequently require, that the Project Manager order the Contractor from time to time during the performance of the Contract to make any change, modification, addition or deletion to, in or from the SOR (interchangeably called —Change), provided that such Change falls within the general scope of the SOR and does not constitute unrelated work and that it is technically practicable, taking into account both the state of advancement of the work against the

Agreed and Finalized Project Plan and the technical compatibility of the Change envisaged with the nature of the SOR as originally specified in the Contract.

A Change may involve, but is not restricted to, the substitution of updated IT Products and/or Services and related Services in accordance with GC Clause 23 (Product Upgrades).

43.1.3 The Contractor may from time to time during its performance of the Contract propose to the Employer (with a copy to the Project Manager), any Change that the Contractor considers necessary or desirable to improve the quality or efficiency. The Employer may at its discretion approve or reject any Change proposed by the Contractor.

43.1.4 Notwithstanding GC Sub-Clauses 43.1.2, and 43.1.3, no change made necessary because of any default of the Contractor in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any adjustment of the Contract Price or the Time for Operational Acceptance.

43.1.5 The procedure on how to proceed with and execute Changes is specified in GC Sub-Clauses 43.2 and 43.3 (Changes Originating from Employer and Contractor) and further details and forms are provided in the Sample Forms Section in the Bidding Documents.

43.1.6 Moreover, the Employer and Contractor will agree, during development of the Agreed and Finalized Project Plan, to a date prior to the scheduled date for Operational Acceptance after which the SOR shall be -frozen. Any Change initiated after this time will be dealt with after Operational Acceptance.

43.2 Changes Originating from Employer

43.2.1 If the Employer proposes a Change pursuant to GC Sub-Clause 43.1.2, it shall send to the Contractor a —Request for Change Proposal, requiring the Contractor to prepare and furnish to the Project Manager as soon as reasonably practicable a —Change Proposal, which shall include the following:

- (a) brief description of the Change;
- (b) impact on the Time for Operational Acceptance;
- (c) detailed estimated cost of the Change;

- (d) effect on Functional Guarantees (if any);
- (e) effect on any other provisions of the Contract

43.2.2 Prior to preparing and submitting the —Change Proposal, the Contractor shall submit to the Project Manager a —Change Estimate Proposal, which shall be an estimate of the cost of preparing and submitting the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Contractor's Change Estimate Proposal, the Employer shall do one of the following:

- (a) accept the Contractor's estimate with instructions to the Contractor to proceed with the preparation of the Change Proposal;
- (b) advise the Contractor of any part of its Change Estimate Proposal that is unacceptable and request the Contractor to review its estimate;
- (c) advise the Contractor that the Employer does not intend to proceed with the Change

43.2.3 Upon receipt of the Employer's instruction to proceed under GC Sub-Clause 43.2.2(a), the Contractor shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with GC Sub-Clause 43.2.1. The Contractor, at its discretion, may specify a validity period for the Change Proposal, after which if the Employer and Contractor have not reached agreement in accordance with GC Sub-Clause 43.2.6, then GC Sub-Clause 43.2.7 shall apply.

43.2.4 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.

43.2.5 If before or during the preparation of the Change Proposal it becomes apparent that the aggregate effect of compliance with the Request for Change Proposal and with all other Change Orders that have already become binding upon the Contractor under this GC Clause would be to increase or decrease the Contract Price as originally set forth in Article 2 (Contract Price) of the Contract by more than the percentage stated in the ITB Clause 42, the Contractor may give a written notice of objection to this Request for Change Proposal prior to furnishing the Change

Proposal. If the Employer accepts the Contractor's objection, the Employer shall withdraw the proposed Change and shall notify the Contractor in writing of its acceptance.

The Contractor's failure to so object to a Request for Change Proposal shall neither affect its right to object to any subsequent requested Changes or Change Orders herein, nor affect its right to take into account, when making such subsequent objection, the percentage increase or decrease in the Contract Price that any Change not objected to by the Contractor represents.

- 43.2.6 Upon receipt of the Change Proposal, the Employer and the Contractor shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, the Employer shall, if it intends to proceed with the Change, issue the Contractor a Change Order. If the Employer is unable to reach a decision within fourteen (14) days, it shall notify the Contractor with details of when the Contractor can expect a decision.

If the Employer decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Contractor accordingly. Under such circumstances, the Contractor shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation of the Change Proposal, provided that these do not exceed the amount given by the Contractor in its Change Estimate Proposal submitted in accordance with GC Sub- Clause 43.2.2.

- 43.2.7 If the Employer and the Contractor cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Operational Acceptance, or any other matters identified in the Change Proposal, the change will not be implemented. However, this provision does not limit the rights of either party under GC Clause 52 (Disputes and Arbitration).

43.3 Changes Originating from Contractor

43.3.1 If the Contractor proposes a Change pursuant to GC Sub-Clause 43.1.3, the Contractor shall submit to the Project Manager a written —Application for Change Proposal, giving reasons for the proposed change and including the information specified in GC Sub-Clause 43.1.3. Upon receipt of the Application for Change Proposal, the Parties shall follow the procedures outlined in GC Clauses 43.2.6 and 43.2.7 except that the words —Change Proposal shall be read, for the purposes of this GC Sub-Clause 43.3 as —Application for Change Proposal. However, should the Employer choose not to proceed or the Employer and the Contractor cannot come to agreement on the change during any validity period that the Contractor may specify in its Application for Change Proposal, the Contractor shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between the Employer and the Contractor to the contrary.

**44. Extension of
Time for
Completion**

44.1

The Time(s) for Completion specified in the PC pursuant to GC Sub- Clause 8.2 shall be extended if the Contractor is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following:

- (a) any Change in the SOR as provided in GC Clause 43;
- (b) any occurrence of Force Majeure as provided in GC Clause 41, unforeseen conditions as provided in GC Clause 39, or other occurrence of any of the matters specified or referred to in paragraphs (a), (b), and (c) of GC Sub-Clause 36.2;
- (c) any suspension order given by the Employer under GC Clause 45 hereof or reduction in the rate of progress pursuant to GC Sub-Clause 45.2; or
- (d) any changes in laws and regulations as provided in GC Clause 40; or

- (e) any default or breach of the Contract by the Employer, or any activity, act or omission of the Employer, or the Project Manager, or any other contractors employed by the Employer; or
- (f) any delay on the part of a sub-contractor, provided such delay is due to a cause for which the Contractor himself would have been entitled to an extension of time under this sub-clause; or
- (g) delays attributable to the Employer or caused by customs; or
- (h) any other matter specifically mentioned in the Contract by such period as shall be fair and reasonable in all the circumstances and as shall fairly reflect the delay or impediment sustained by the Contractor.

44.2 Except where otherwise specifically provided in the Contract, the Contractor shall submit to the Project Manager a notice of a claim for an extension of the Time for Completion, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable after receipt of such notice and supporting particulars of the claim, the Employer and the Contractor shall agree upon the period of such extension. In the event that the Contractor does not accept the Employer's estimate of a fair and reasonable time extension, the Contractor shall be entitled to refer the matter to an Arbitrator, pursuant to GC Sub-Clause 52.1.

44.3 The Contractor shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract.

44.4 In all cases where the Contractor has given a notice of a claim for an extension of time under GC 44.2, the Contractor shall consult with the Project Manager in order to determine the steps (if any) which can be taken to overcome or minimize the actual or anticipated delay. The Contractor shall there after comply with all reasonable instructions which the Project Manager shall give in order to minimize such delay. If compliance with such instructions shall cause the Contractor to incur extra costs and the Contractor is entitled to an extension of time under GC 44.1, the amount of such extra costs shall be added to the Contract Price.

45. Suspension

45.1

The Employer may request the Project Manager, by notice to the Contractor, to suspend performance of any or all of its obligations under the Contract. Such notice shall specify the obligation of which performance is to be suspended, the effective date of the suspension and the reasons therefore. The Contractor shall thereupon suspend performance of such obligation, except those obligations necessary for the care or preservation of the Facilities, until ordered in writing to resume such performance by the Project Manager.

If, by virtue of a suspension order given by the Project Manager, other than by reason of the Contractor's default or breach of the Contract, the Contractor's performance of any of its obligations is suspended for an aggregate period of more than ninety (90) days, then at any time thereafter and provided that at that time such performance is still suspended, the Contractor may give a notice to the Project Manager requiring that the Employer shall, within twenty-eight (28) days of receipt of the notice, order the resumption of such performance or request and subsequently order a change in accordance with GC Clause 43 (Change in the Facilities), excluding the performance of the suspended obligations from the Contract.

If the Employer fails to do so within such period, the Contractor may, by a further notice to the Project Manager, elect to treat the suspension, where it affects a part only of the Facilities, as a deletion of such part in accordance with GC Clause 43 or, where it affects the whole of the Facilities, as termination of the Contract under GC Clause

45.2

If

- (a) the Employer has failed to pay the Contractor any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents without just cause pursuant to the Appendix to the Contract titled Terms and Procedures of Payment, or commits a substantial breach of the Contract, the Contractor may give a notice to the Employer that requires payment of such sum, with interest thereon as stipulated in GC Sub-Clause 12.3, requires approval of such invoice or supporting documents, or specifies the breach and requires the Employer to remedy the same, as the case may be. If the Employer fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, or fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Contractor's notice or
- (b) the Contractor is unable to carry out any of its obligations under the Contract for any reason attributable to the Employer, including but not limited to the Employer's

failure to provide possession of or access to the Site or other areas in accordance with GC Sub-Clause 10.2 (Employer's Responsibilities), or failure to obtain any governmental permit necessary for the execution and/or completion of the Facilities,

then the Contractor may by fourteen (14) days' notice to the Employer suspend performance of all or any of its obligations under the Contract, or reduce the rate of progress.

45.3 If the Contractor's performance of its obligations is suspended or the rate of progress is reduced pursuant to this GC Clause 45, then the Time for Completion shall be extended in accordance with GC Sub- Clause 44.1 (Extension of Time for Completion), and any and all additional costs or expenses incurred by the Contractor as a result of such suspension or reduction shall be paid by the Employer to the Contractor in addition to the Contract Price, except in the case of suspension order or reduction in the rate of progress by reason of the Contractor's default or breach of the Contract.

45.4 During the period of suspension, the Contractor shall not remove from the Site any IT Products and/or Services or part thereof, or any Contractor's Equipment, without the prior written consent of the Employer.

**46. Termination
for
Employer's
Convenience**

46.1 The Employer may at any time terminate the Contract for any reason by giving the Contractor a notice of termination that refers to this GC Clause 46.

46.2 Upon receipt of the notice of termination under GC Sub-Clause 46.1, the Contractor shall either as soon as practical or upon the date specified in the notice of termination:

- (a) cease all further work, except for such work as the Employer may specify in the notice of termination for the sole purpose of protecting that part of the SOR already executed, or any work required to leave the Site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to the Employer pursuant to GC Sub-Clause 46.2(d)(ii) below;
- (c) remove all Contractor's Equipment from the Site, repatriate the Contractor's and its Sub-Contractors' personnel from the Site, remove from the Site any wreckage, rubbish and debris of any kind; and
- (d) subject to the payment specified in GC Sub-Clause 46.3, shall:
 - (i) deliver to the Employer the parts of the SOR executed by the Contractor up to the date of termination;
 - (ii) to the extent legally possible, assign to the Employer

all right, title and benefit of the Contractor to the IT Products and/or Services, as of the date of termination, and, as may be required by the Employer, in any subcontracts concluded between the Contractor and its Sub- Contractors; and

- (iii) deliver to the Employer all non-proprietary drawings, specifications and other documents prepared by the Contractor or its Sub-Contractors as of the date of termination in connection with the IT Products and/or Services.

46.3 In the event of termination of the Contract under GC Sub-Clause 46.1, the Employer shall pay to the Contractor the following amounts:

- (a) the Contract Price, properly attributable to part or whole of the IT Products and/or Services executed by the Contractor as of the date of termination;
- (b) the costs reasonably incurred by the Contractor in the removal of the Contractor's Equipment from the Site and in the repatriation of the Contractor's and its Sub-Contractors' personnel;
- (c) any amounts to be paid by the Contractor to its Sub-Contractors in connection with the termination of any subcontracts, including any cancellation charges;
- (d) costs incurred by the Contractor in protecting the IT Products and/or Services and leaving the Site in a clean and safe condition pursuant to GC Sub-Clause 47.1 (Termination for Contractor's Default); and
- (e) the cost of satisfying all other obligations, commitments and claims that the Contractor may in good faith have undertaken with third Parties in connection with the Contract and that are not covered by GC Sub-Clauses 46.3(a) through (d) above

FOR REFERENCE ONLY

**47. Termination
for
Contractor's
Default**

47.1

The Employer, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by giving a notice of termination and its reasons therefore to the Contractor, referring to this GC Sub-Clause 47.1:

- (a) if the Contractor becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Contractor is a corporation, a resolution is passed or order is made for its winding up, (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Contractor takes or suffers any other analogous action in consequence of debt;
- (b) if the Contractor assigns or transfers the Contract or any right or interest therein in violation of the provision of GC Clause 49 (Assignment); or
- (c) if the Contractor, in the judgment of the Employer has engaged in corrupt, fraudulent, coercive or collusive practices in competing for or in executing the Contract, including but not limited to willful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer the hardware, software, or materials provided under the Contract.

47.2

If the Contractor

- (a) has abandoned or repudiated the Contract;
- (b) has without valid reason failed to commence work on the IT Products and/or Services promptly;
- (c) persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause
- (d) refuses or is unable to provide sufficient Documentation, Services, or labor to execute and complete the IT Products and/or Services in the manner specified in the Agreed and Finalized Project Plan furnished under GC Clause 19 at rates of progress that give reasonable assurance to the Employer that the Contractor can attain Operational Acceptance of the IT Products and/or Services by the Time for Operational Acceptance as extended;

then the Employer may, without prejudice to any other rights it may possess under the Contract, give a notice to the Contractor stating the nature of the default and requiring the Contractor to remedy the same. If the Contractor fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice, then the Employer may terminate the Contract forthwith by giving a notice of termination to the Contractor that refers to this GC Sub-Clause

47.2.

47.3 Upon receipt of the notice of termination under GC Sub-Clauses 47.1 or 47.2, the Contractor shall, either immediately or upon such date as is specified in the notice of termination,

- (a) cease all further work, except for such work as the Employer may specify in the notice of termination for the sole purpose of protecting that part of the IT Products and/or services already executed, or any work required to leave the Site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to the Employer pursuant to GC Sub-Clause 47.3(d) below;
- (c) deliver to the Employer the parts of the IT Products and/or Services executed by the Contractor up to the date of termination;
- (d) to the extent legally possible, assign to the Employer all rights, title and benefit of the Contractor to the IT Products and/or Services or Subsystems as of the date of termination, and, as may be required by the Employer, in any subcontracts concluded between the Contractor and its Sub-Contractors;
- (e) deliver to the Employer all drawings, specifications, and other documents prepared by the Contractor or its Sub-Contractors as of the date of termination in connection with the Products and/or Services.

47.4 The Employer may enter upon the Site, expel the Contractor, and complete the Products and/or Services itself or by employing any third Party. Upon completion of the Products and/or Services or at such earlier date as the Employer thinks appropriate, the Employer shall give notice to the Contractor that such Contractor's Equipment will be returned to the Contractor at or near the Site and shall return such Contractor's Equipment to the Contractor in accordance with such notice. The Contractor shall thereafter without delay and at its cost remove or arrange removal of the same from the Site.

47.5 Subject to GC Sub-Clause 47.6, the Contractor shall be entitled to be paid the Contract Price attributable to the portion of the IT Products and/or Services executed as of the date of termination, and the costs, if any, incurred in protecting the IT Products and/or Services and in leaving the Site in a clean and safe condition pursuant to GC Sub- Clause 47.3. Any sums due the Employer from the Contractor accruing prior to the date of termination shall be deducted from the amount to be paid to the Contractor under this Contract.

47.6 If the Employer completes the IT Products and/or Services, the cost of completing the IT Products and/or Services by the

Employer shall be determined.

If the sum that the Contractor is entitled to be paid, pursuant to GC Sub-Clause 47.5, plus the reasonable costs incurred by the Employer in completing the IT Products and/or Services, exceeds the Contract Price, the Contractor shall be liable for such excess.

If such excess is greater than the sums due the Contractor under GC Sub-Clause 47.5, the Contractor shall pay the balance to the Employer, and if such excess is less than the sums due the Contractor under GC Sub-Clause 47.5, the Employer shall pay the balance to the Contractor. The Employer and the Contractor shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

48. Termination 48.1
by Contractor

If

- (a) the Employer has failed to pay the Contractor any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents without just cause pursuant to the Appendix to the Contract titled Terms and Procedures of Payment, or commits a substantial breach of the Contract, the Contractor may give a notice to the Employer that requires payment of such sum, with interest thereon as stipulated in GC Sub-Clause 12.3, requires approval of such invoice or supporting documents, or specifies the breach and requires the Employer to remedy the same, as the case may be. If the Employer fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Contractor's notice, or
- (b) the Contractor is unable to carry out any of its obligations under the Contract for any reason attributable to the Employer, including but not limited to the Employer's failure to provide possession of or

access to the Site or other areas or failure to obtain any governmental permit necessary for the execution and/or completion of the IT Products and/or Services;

then the Contractor may give a notice to the Employer of such events, and if the Employer has failed to pay the outstanding sum, to approve the invoice or supporting documents, to give its reasons for withholding such approval, or to remedy the breach within twenty-eight (28) days of such notice, or if the Contractor is still unable to carry out any of its obligations under the Contract for any reason attributable to the Employer within twenty-eight (28) days of the said notice, the Contractor may by a further notice to the Employer referring to this GC Sub-Clause 48.1(b), forthwith terminate the Contract.

48.2 The Contractor may terminate the Contract forthwith by giving a notice to the Employer to that effect, referring to this GC Sub-Clause 48.2, if the Employer becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Employer takes or suffers any other analogous action in consequence of debt.

48.3 If the Contract is terminated under GC Sub-Clauses 48.1(b) or 48.2, then the Contractor shall immediately:

- (a) cease all further work, except for such work as may be necessary for the purpose of protecting that part of the IT Products and/or Services already executed, or any work required to leave the Site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to the Employer pursuant to GC Sub-Clause 48.3(d)(ii);
- (c) remove all Contractor's Equipment from the Site and repatriate the Contractor's and its Sub-Contractors' personnel from the Site; and
- (d) subject to the payment specified in GC Sub-Clause 48.4, shall:
 - (i) deliver to the Employer the parts of the IT Products and/or Services executed by the Contractor up to the date of termination;
 - (ii) to the extent legally possible, assign to the Employer all rights, title and benefit of the Contractor to the IT Products and/or Services, or Subsystems as of the date of termination, and, as may

be required by the Employer, in any subcontracts concluded between the Contractor and its Sub-Contractors, and

(iii) to the extent legally possible, deliver to the Employer all drawings, specifications, and other documents prepared by the Contractor or its Sub-Contractors as of the date of termination in connection with the IT Products and/or Services.

48.4 If the Contract is terminated under GC Sub-Clauses 48.1 or 48.2, the Employer shall pay to the Contractor all payments specified in GC Sub-Clause 46.3, and reasonable compensation for all loss, except for loss of profit, or damage sustained by the Contractor arising out of, in connection with, or in consequence of such termination.

48.5 Termination by the Contractor pursuant to this GC Clause 48 is without prejudice to any other rights or remedies of the Contractor that may be exercised in lieu of or in addition to rights conferred by GC Clause 48.

48.6 In GC Clauses 46 to 48, the expression —portion of the IT Products and/or Services executed shall include all work executed, Services provided, and all IT Products and/or Services, acquired (or subject to a legally binding obligation to purchase) by the Contractor and used or intended to be used for the purpose of the Contractor and used or intended to be used for the purpose of the IT Products and/or Services, up to and including the date of termination.

48.7 In GC Clauses 46 to 48, in calculating any monies due from the Employer to the Contractor, account shall be taken of any sum previously paid by the Employer to the Contractor under the Contract, including any advance payment paid pursuant to the Appendix to the Contract titled Terms and Procedures of Payment.

- 49. Assignment** 49.1 Neither the Employer nor the Contractor shall, without the express prior written consent of the other Party, which consent shall not be unreasonably withheld, assign to any third Party the Contract or any part thereof, or any right, benefit, obligation or interest therein or there under, except that the Contractor shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.
- 50. Export Restrictions** 50.1 Notwithstanding any obligation under the Contract to complete all export formalities, any export restrictions attributable to the Employer, to the country of the Employer or to the use of the IT Products and/or Services to be supplied which arise from trade regulations from a country supplying those IT Products and/or Services, and which substantially impede the Contractor from meeting its obligations under the Contract, shall release the Contractor from the obligation to provide deliveries or services, always provided, however, that the Contractor can demonstrate to the satisfaction of the Employer and of GoSL that it has completed all formalities in a timely manner, including applying for permits, authorizations, and licenses necessary for the export of the IT Products and/or Services under the terms of the Contract. Termination of the Contract on this basis shall be for the Employer's convenience pursuant to GC Clause 46.

I. CLAIMS, DISPUTES AND ARBITRATION

- 51. Contractor's Claims** 51.1 If the Contractor considers himself to be entitled to any extension of the Time for Completion and/or any additional payment, under any clause of these General Conditions or otherwise in connection with the Contract, the Contractor shall submit a notice to the Project Manager, describing the event or circumstance giving rise to the claim. The notice shall be given as soon as practicable, and not later than twenty-eight (28) days after the Contractor became aware, or should have become aware, of the event or circumstance.
- 51.2 If the Contractor fails to give notice of a claim within such period of twenty-eight (28) days, the Time for Completion shall not be extended, the Contractor shall not be entitled to additional payment, and the Employer shall be discharged from all liability in connection with the claim. Otherwise, the following provisions of this Sub-Clause shall apply.
- (a) The Contractor shall also submit any other notices which are required by the Contract, and supporting particulars for the claim, all as relevant to such event or circumstance.

- (b) The Contractor shall keep such contemporary records as may be necessary to substantiate any claim, either on the Site or at another location acceptable to the Project Manager. Without admitting the Employer's liability, the Project Manager may, after receiving any notice under this Sub-Clause, monitor the record-keeping and/or instruct the Contractor to keep further contemporary records. The Contractor shall permit the Project Manager to inspect all these records, and shall (if instructed) submit copies to the Project Manager.
- (c) Within forty-two (42) days after the Contractor became aware (or should have become aware) of the event or circumstance giving rise to the claim, or within such other period as may be proposed by the Contractor and approved by the Project Manager, the Contractor shall send to the Project Manager a fully detailed claim which includes full supporting particulars of the basis of the claim and of the extension of time and/or additional payment claimed. If the event or circumstance giving rise to the claim has a continuing effect:
- (i) this fully detailed claim shall be considered as interim;
 - (ii) the Contractor shall send further interim claims at monthly intervals, giving the accumulated delay and/or amount claimed, and such further particulars as the Project Manager may reasonably require; and
 - (iii) the Contractor shall send a final claim within twenty-eight (28) days after the end of the effects resulting from the event or circumstance, or within such other period as may be proposed by the Contractor and approved by the Project Manager.
- (d) Within forty-two (42) days after receiving a claim or any further particulars supporting a previous claim, or within such other period as may be proposed by the Project Manager and approved by the Contractor, the Project Manager shall respond with approval, or with disapproval and detailed comments. The Project Manager may also request any necessary further particulars, but shall nevertheless give his/her response on the principles of the claim within such time.
- (e) Each payment certificate shall include such amounts for any claim as have been reasonably substantiated as due under the relevant provision of the Contract. Unless and until the particulars supplied are sufficient to substantiate the whole of the claim, the Contractor shall only be entitled to payment for such part of the claim as he has been able to substantiate.
- (f) The Project Manager shall agree with the Contractor or estimate:
- (i) the extension (if any) of the Time for Completion (before or after its expiry) in accordance with GC

Clause 44 (Extension of time for Completion), and/or

(ii) the additional payment (if any) to which the Contractor is entitled under the Contract.

- (g) The requirements of this Sub-Clause are in addition to those of any other Sub-Clause which may apply to a claim. If the Contractor fails to comply with this or another Sub-Clause in relation to any claim, any extension of time and/or additional payment shall take account of the extent (if any) to which the failure has prevented or prejudiced proper investigation of the claim, unless the claim is excluded under the second paragraph of this Sub-Clause.
- (h) In the event that the Contractor and the Employer cannot agree on any matter relating to a claim, either Party may refer the matter to the Disputes and Arbitration procedures pursuant to GC Clause 52 hereof.

FOR REFERENCE ONLY

52. Disputes and Arbitration 52.1

Adjudication

- (a) The parties, within fourteen (14) days of the Effective Date, will agree and appoint an Adjudicator.

If any dispute of any kind whatsoever shall arise between the Employer and the Contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the operation of the IT Products and/or Services (whether during the progress of implementation or after its achieving Operational Acceptance and whether before or after the termination, abandonment, or breach of the Contract), the Parties shall seek to resolve any such dispute or difference by mutual consultation. If the Parties fail to resolve such a dispute or difference by mutual consultation, within fourteen (14) days after one Party has notified the other in writing of the dispute or difference, then, if the Contract in Appendix includes, and names an Adjudicator, the dispute shall be referred in writing by either Party to the Adjudicator, with a copy to the other Party. If there is no Adjudicator specified in the Contract, the mutual consultation period stated above shall last twenty-eight (28) days (instead of 14), upon expiry of which either Party may move to the notification of arbitration pursuant to GC Sub- Clause 52.2(a).

- (b) The Adjudicator shall give his or her decision in writing to both Parties within twenty-eight (28) days of a dispute being referred to the Adjudicator. If the Adjudicator has done so, and no notice of intention to commence arbitration has been given by either the Employer or the Contractor within fifty-six (56) days of such reference, the decision shall become final and binding upon the Employer and the Contractor. Any decision that has become final and binding shall be implemented by the Parties forthwith.
- (c) The Adjudicator shall be paid an hourly fee at the rate specified in Appendix 2 (Adjudicator) to the Contract, plus reasonable expenditures incurred in the execution of duties as Adjudicator, and these costs shall be divided equally between the Employer and the Contractor.
- (d) Should the Adjudicator resign or die, or should the Employer and the Contractor agree that the Adjudicator is not fulfilling his or her function in accordance with the provision of the Contract, a new Adjudicator shall be jointly appointed by the Employer and the Contractor. Failing agreement between the Parties

within twenty-eight (28) days, the new Adjudicator shall be appointed at the request of either Party by the Appointing Authority specified in the Appendix to the Contract titled Adjudicator, or, if no Appointing Authority is specified in the Contract, shall, from this point onward and until the Parties may otherwise agree on an Adjudicator or an Appointing Authority, be implemented as if there is no Adjudicator.

52.2 Arbitration

- (a) If either the Employer or the Contractor is dissatisfied with the Adjudicator's decision, or if the Adjudicator fails to give a decision within twenty-eight (28) days of a dispute being referred to him or her, then the Employer or the Contractor may, within fifty-six (56) days of such reference, give notice to the other Party, with a copy for information to the Adjudicator, of its intention to commence arbitration, as provided below, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- (b) Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GC Sub-Clause 52.2(a), shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the IT Products and/or Services.
- (c) Arbitration proceedings shall be conducted in accordance with the rules of procedures specified in the PC

52.3 Notwithstanding any reference to the Adjudicator or arbitration in this clause,

- (a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree;
- (b) the Employer shall pay the Contractor any monies due the Contractor.

SECTION VIII: PARTICULAR CONDITIONS

FOR REFERENCE ONLY

PARTICULAR CONDITIONS

The following Particular Conditions (PC) shall supplement or amend the General Conditions (GC). Whenever there is a conflict, the provisions in PC shall prevail over those in GC. For the purposes of clarity, any referenced GC Clause numbers are indicated in the left column of PC.

| 1. Definitions | |
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| Effective Date: | As specified in Article 3.1 |
| Contract Period is | Implementation period of this project is Three (3) Months from the Effective Date of the Contract to Operational Acceptance/ UAT. Support and maintenance period shall be Five (5) Years from the date of operational acceptance. |
| The Employer is: | Director General of Customs Department of Sri Lanka Customs No 40, Main Street, Colombo 11. Telephone: 011 – 2221680 Facsimile Number: 011 – 2436096 Email : dc.logistics@customs.gov.lk |
| The Employer's Country is | Sri Lanka |
| The Post-Warranty Services Period is | Not Applicable. |
| The Project Manager is: | Director of Customs (Logistics) Department of Sri Lanka Customs No 40, Main Street, Colombo 11. Telephone: 011 – 2221680 Facsimile Number: 011 – 2436096 Email : dc.logistics@customs.gov.lk |
| The Project Sites are | PR Site: Sri Lanka Customs Headquarters, No 40, Main Street, Colombo 11. DR Site : IRD, 80, Jawatta Rd, Colombo 05. |

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| 5. Law and Language | |
| 5.1 | The Contract shall be interpreted in accordance with the laws of the Democratic Socialist Republic of Sri Lanka |
| 5.2 | The ruling language is English |
| 5.3 | The language for communications is English |
| 8. Time for Commencement | |
| 8.1 | Date of Commencement: Seven Days from the Effective Date The Contractor shall Complete work Three (3) Months from the Date of Commencement |
| 9. Contractor's Responsibilities | |
| 9.7 | Not Applicable. |
| 11. Contract Price | |
| 11.2 | The Contract Price is not adjustable |
| 13. Securities | |
| 13.2 (a) | The Contractor shall provide, within Fourteen (14) days of the notification of Contract award, an Advance Payment Security in the amount and currency of the Advance Payment specified in Appendix 7, Terms and Procedure for Payment Schedule of the Contract Agreement. |
| 13.2 (b) | Advance Payment Security shall be valid till end of 30 days after Operational Acceptance of the system. |
| 13.3(a) | The Performance Security shall be denominated in the currency quoted by the contractors in its price schedule or in Sri Lanka Rupees for an amount equal to Ten percent (10%) of the Contract Price excluding any Recurrent Costs. The performance security of the joint venture shall be in the names of the all joint venture partners. Performance Security shall be submitted within fourteen (14) days of the notification of contract award. |
| 13.3(d) | The Performance Security will not be reduced until satisfactory completion of the contract and warranty period. |
| 15. Intellectual Property and Copyright | |
| 15.2 | The following clause is added under this clause |

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| | Technical documents and manuals can be duplicated by the Employer for non commercial and internal use. |
| 15.3 | <p>The Employer may assign, license or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the contractor’s prior written consent under the following circumstances;</p> <ul style="list-style-type: none"> - For use by any end user organization and/or designated government organization in Sri Lanka and/or change the project ownership. |
| 15.4 | <p>The Following policy for Intellectual Property Rights ownership would determine Employer’s and Contractor’s rights and obligations (i.e. except standard software).</p> <ol style="list-style-type: none"> a. The Employer shall have the sole Intellectual Property Rights ownership to the Custom Software or elements thereof, including customizations specific to this contract. b. The Contractor shall, not later than expiry of the Warranty Period, deliver to the Employer an inventory of the said Custom Software together with all related documentation, including but not limited to Source Code, data dictionaries, all relevant diagrams (i.e. ER diagram, class diagram, sequence diagram deployment diagram etc), with all the rights to use the Source Code by the Employer at the end of the warranty period. c. The Employer shall have the right to replicate the Custom Software in all offices of government of Sri Lanka falling within the scope of this contract during the contract period and thereafter. Employer shall also have rights to further develop this category of Software, at the end of warranty period. d. The Contractor shall provide new versions and new releases of the Custom Software or elements thereof at the Employer’s discretion, free of charge, during the warranty period. In the event the Employer exercises the option to obtain the said new versions or new releases, the Contractor’s obligation in respect of the Warranty for the said versions or releases shall be limited to the remaining period of the warranty applicable to Custom Software. |
| 15.5 | No Software escrow contract is required. |
| 16. Software Services and License agreements | |
| 16.1 | Software Licenses: All software should be royalty free and licensed to the Employer, Democratic Socialist Republic of Sri Lanka on a perpetual |

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| | <p>basis and should be valid for use at any location specified by the government.</p> <p>Complete set of source code/scripts developed for this project (custom software) should be provided to the Employer. Any updates, modifications carried to the source code as a result of servicing/maintenance should be provided to the Employer.</p> <p>Contractor is required enter into a separate Non-disclosure Agreement regarding the use and disclosure of information which the Contractor may gather during the performance of this contract.</p> |
| 16.1(b)(ii) | The Software license shall permit the Software to be used or copied for use or transferred to a replacement computer(s) or users. |
| 16.1(b)(vi) | The Software license shall permit the Software to be disclosed to and reproduced for use (including a valid sublicense) subject to the same restrictions set forth in this Contract. |
| 16.2 | <p>The Contractor's right to audit the Standard Software will be subject to the following terms;</p> <p>Employer will make available to the contractor within 14 days of a written request accurate and up to date record of the number of locations of copies, the number of authorized users or any other relevant data required demonstrating use of Standard Software as per the License agreement.</p> |
| 23. Product Upgrades | |
| 23.4 | The Contractor shall provide the Employer with all new versions, releases, and updates and upgrades to all Standard Software during the Warranty Period, at no additional cost, as specified in the GC |
| 23.3 & 23.5 | All the product updates/releases and patches shall be implemented by the contractor within the reasonable timeframe. Any critical updates/patches/releases (e.g. anti-virus updates/patches etc) shall be implemented with immediate effect after necessary testing and validation of such updates/patches/releases in the test environment and contractor shall ensure that there is no impact on the performance, security, availability, operations of the systems. |
| 26. Completion | |
| 26.2 | The acceptance testing shall be carried out by employer as per the timelines indicated in the implementation schedule in Section VI (Schedule of Requirements) or as per the timelines agreed during the project planning stage. In case of any unforeseen delays identified by the employer in completion of the acceptance testing or issuing installation certificate, employer shall notify the contractor within reasonable time period with the specific reasons for delays and accordingly a revised timeline shall be agreed for completion of |

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|--------------------------------------|--|
| | acceptance testing or issuing the installation certificate. |
| 26.3 | The timelines for conducting the acceptance testing and issuing the installation certificate shall be read in conjunction with PC 26.2 above. Employer may decide to put the systems into operations/usage even in case of any major or minor issues identified during acceptance testing are pending for resolution by the contractor and usage of systems by the employer doesn't absolve the contractor from its responsibility to address the pending issues identified during the acceptance testing. The certificate of installation or acceptance of systems shall be performed only after resolution of all the issued identified during the operational acceptance testing. |
| 28. Completion Time Guarantee | |
| 28.2 | Liquidated damages shall be assessed at one half of one percent (0.5%) per week of the contract price, exclusive of all recurrent costs. The maximum liquidated damages are Ten percent (10%) of the Contract Price, exclusive of all recurrent costs or relevant part of the Contract Price if the liquidated damages apply to defined part of the IT Products and/or Services. |
| 28.3 | Liquidated damages shall be assessed only with respect to achieving Operational Acceptance of the integrated System. |
| 29. Defect Liability | |
| 29.1 | For Software, exceptions or limitations to the Contractor's warranty obligations shall be as follows; None |
| 29.2(c) | The Contractor warrants that the following items have been released to the market for the following specific minimum time periods: No specific minimum time requirements are established for this Contract other than that the Information Technologies must have been previously released to the market |
| 29.3 | The Support and Maintenance Period shall begin from the date of Operational Acceptance of the System or Subsystem and extend Five (05) years for solution. Note: All charges with regard to the supply of spare parts, labour, travel, per diem and accommodation to Contractor's staff etc; shall be borne by the Contractor during the period of warranty. Employer shall not pay any additional expenditure for services rendered during the above period, within the Scope of the contract. |
| 29.10 | During the Support and Maintenance Period, the Contractor must commence the work necessary to remedy defects or damage within the times specified in the "Service Level Agreement (SLA)" Annex D: Section VI Schedule of Requirements. |

| 38. Insurance | |
|----------------------|---|
| 38.1.1 | Insurance cover referred to herein, should also cover “All Risks” basis including War Risks and Strikes |
| 38.1.2 | Installation “All risks” Insurance referred to herein, should also cover “War Risks” and “Terrorists Cover”. The Contractor shall obtain Liability Insurance covering the entire duration of the contract. |
| 38.1.3 | Third Party liability insurance, with a minimum coverage of Rs.2,000,000 per event with unlimited number of events |
| 38.1.4 | Third Party motor vehicle liability insurance in respect of motor vehicles operated in Sri Lanka by the Contractor or its Personnel or any Sub-Contractors or their Personnel; this refers only to Motor Vehicles operated by the Contractor for the purpose of the contract. |
| 38.1.5 | <p>(a) Workers’ compensation insurance in respect of the Personnel of the Contractor, Sub Contractors and third parties shall be in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and the period is from the date of signing the contract until successful completion of the warranty period of the “System”.</p> <p>(b) insurance against loss of or damage to</p> <ol style="list-style-type: none"> i. software, hardware and network equipment purchased in whole or in part with funds provided under this Contract, ii. the Contractor’s property used in the performance of the Services, and iii. any documents prepared by the Contractor in the performance of the Services. <p>Note; Should any loss or damage occur to the System or any part of the System any time prior to System Handover, the Contractor shall:</p> <ol style="list-style-type: none"> (i) Initiate and pursue claim till settlement; and (ii) Promptly make arrangements for repair and/or replacement of any damaged item/s irrespective of settlement of claim by the underwriters |
| 52.2 (c) | <p>The following rules of procedure for mediation and arbitration shall be applicable (a) <u>if the Contractor is foreign (including a Joint Venture when at least one partner is foreign)</u> or (b) <u>if the Contractor is a national of the Employer’s country</u></p> <p>(a) Dispute for resolution by arbitration shall be in accordance with the UNCITRAL Arbitration Rules as at present in force.</p> |

| | |
|--|--|
| | <p>(b) The arbitration shall be heard in Sri Lanka before an arbitrator mutually agreeable to the parties; provided, that if the parties cannot agree on the choice of arbitrator within 10 days after the first party seeking arbitration has given written notice, then the arbitration shall be heard by three arbitrators, one chosen by each party, and the third chosen by those two arbitrators. The arbitrators will be selected from a panel of persons having experience with and knowledge of information technology and at least one of the arbitrators selected will be an attorney. A hearing on the merits of all claims for which arbitration is sought by either party shall be commenced not later than 60 days from the date demand for arbitration is made by the first party seeking arbitration. The arbitrator(s) must render a decision within 10 days after the conclusion of such hearing. Any award in such arbitration shall be final and binding upon the parties and the judgment thereon may be entered in any court of competent jurisdiction</p> <p>The arbitrators shall apply the substantive laws of Sri Lanka, without reference to provisions relating to conflict of laws. The arbitrators shall not have the power to alter, modify, amend, add to, or subtract from any term or provision of this Agreement, nor to rule upon or grant any extension, renewal, or continuance of this Agreement. The arbitrators shall have the authority to grant any legal remedy available had the parties submitted the dispute to a judicial proceeding.</p> |
|--|--|

FOR REFERENCE ONLY

SECTION IX: Contract Forms

FOR REFERENCE ONLY

1. Contract Agreement

THIS CONTRACT AGREEMENT is made the *[nth]* day of *[month & Year]*. BETWEEN

- (1) *[Name of Employer]*, a corporation incorporated under the laws of *[country of Employer]* and having its principal place of business at *[address of Employer]* (hereinafter called “the Employer”), and
- (2) *[Name of Contractor]*, a corporation incorporated under the laws of *[country of Contractor]* and having its principal place of business at *[address of Contractor]* (hereinafter called “the Contractor”).

WHEREAS the *Employer* desires to engage the Contractor to supply, install, achieve Operational Acceptance of, and support the following Information Technology Products and /or Services *[brief description of the Information Technology Software, Products and/or Services]* (“the IT Software, Products and/or Services”), and the Contractor has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED

as follows:

| | | |
|--|-----|---|
| 1. Definitions | 1.1 | Contract Documents (Reference GCC Clause 2) |
| Contract Documents | | <p>The following documents shall constitute the Contract between the Employer and the Contractor, and each shall be read and construed as an integral part of the Contract:</p> <ol style="list-style-type: none"> a) This Contract Agreement and the Appendices attached to the Contract Agreement b) Schedule of Requirements (including Implementation Schedule) c) Particular Conditions of Contract d) General Conditions of Contract e) The Contractor’s bid and original Price Schedules f) Addenda/clarifications issued by the employer <p>[Add here: any other documents. Check consistency with GC 2.2 and amend as appropriate]</p> |
| | 1.2 | <p>Order of Precedence (Reference GCC Clause 2)</p> <p>In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above, provided that Appendix 14 shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above.</p> |
| | 1.3 | <p>Definitions (Reference GCC Clause 1)</p> <p>Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.</p> |
| Article 2 | 2.1 | <p>Contract Price (GCC Clause 11)</p> <p>The Employer hereby agrees to pay to the Contractor the Contract Price in consideration of the performance by Contractor of its obligations under the Contract. The Contract Price shall be the aggregate of: <i>[: amount of local currency in words]</i>, <i>[: amount in figures]</i>, as specified in the Grand Summary Price Schedule.</p> <p>The Contract Price shall be understood to reflect the terms and</p> |
| Contract Price and Terms of Payment | | |

conditions used in the specification of prices in the detailed price schedules, including the terms and conditions of the associated Incoterms, and the taxes, duties and related levies if and as identified.

2.2 Terms of Payment (GCC Clause 12)

The terms and procedures of payment according to which the Employer will reimburse the Contractor are given in the Appendix (Terms and Procedures of Payment) hereto.

2.3 In the event that the amount payable under 2.2 is adjusted in accordance with GC 11.2 or with any of the other terms of the Contract, the Employer shall arrange for the documentary credit to be amended accordingly.

Article 3.

3.1 Effective Date (GCC Clause 1.1)

Effective Date for Determining Time for Operational Acceptance

The time allowed for supply, installation, and achieving Operational Acceptance of the IT Software, Products and/or Services shall be determined from the date when all of the following conditions have been fulfilled:

- (a) This Contract Agreement has been duly executed for and on behalf of the Employer and the Contractor;
- (b) The Contractor has submitted to the Employer the advance payment security and performance security, in accordance with GCC Clause 13.2 and GCC Clause 13.3;
- (c) The Employer has paid the Contractor the advance payment, in accordance with GCC Clause 13.2;

Each party shall use its best efforts to fulfill the above conditions for which it is responsible as soon as practicable.

3.2 If the conditions listed under 3.1 above are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Contractor, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time for Achieving Operational Acceptance and/or other relevant conditions of the Contract.

Article 4.

4.1 The address of the Employer for notice purposes, pursuant to GC 4.1 is: *[Insert address]*.

Communication

4.2 The address of the Contractor for notice purposes, pursuant to GC 4.1 is: *[Insert address]*

Article 5.

5.1 The applicable Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

5.2 Reference in the Contract to any Appendix shall mean the applicable Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES [Employer to list all Appendices and add the statement (not applicable) if that particular Appendix does not apply to this contract]

Appendix 1. Contractor's Representative [refer GC 18.2(b)]

Appendix 2. Adjudicator [refer GC 52(b)]

Appendix 3. List of Approved Sub-Contractors [refer GC 20.1]

Appendix 4. Categories of Software [refer GC Definition & Section IV Form]

Appendix 5. Custom Materials [refer GC Definition & Section IV Form]

Appendix 6. Revised Price Schedules (if any)

Appendix 7. Terms and Procedures for Payment [refer GC 12.1]

Appendix 8. Agreed and Finalized Project Plan [refer GC 19.1]

Appendix 9. List of Documents for Approval and Review [refer GC 21.3(a)]

Appendix 10. Functional Guarantees [refer GC 30.1]

Appendix 11. Insurance Requirements [refer GC 38.1]

Appendix 12. Price Adjustment [refer ITB GC 11.2]

Appendix 13. Software License Agreement [refer GC 16.3]

Appendix 14. Schedule of Requirements [refer GC 19.1]

Appendix 15. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

IN WITNESS WHEREOF the Employer and the Contractor have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Employer

For and on behalf of the Contractor

Signed:

Signed:

in the capacity of [: title or other appropriate designation]

in the capacity of [: title or other appropriate designation]

in the presence of

in the presence of

CONTRACT AGREEMENT dated the [: number] day of [: month], [: year]

BETWEEN [: name of Employer], -the Employer

And

[: name of Contractor], -the Contractor

Appendix 1. Contractor's Representative

In accordance with GCC Clause 1.1 (b) (iv), the Contractor's Representative is:

Name: *[: name and provide title and address further below or state "to be nominated within fourteen (14) days of the Effective Date"]*

Title: *[if appropriate, : title]*

In accordance with GCC Clause 4.3, the Contractor's addresses for notices under the Contract are:

Address of the Contractor's Representative: *[as appropriate, : personal delivery, postal, cable, telegraph, telex, facsimile, electronic mail, and/or EDI addresses.]*

Fallback address of the Contractor: *[as appropriate, : personal delivery, postal, cable, telegraph, telex, facsimile, electronic mail, and/or EDI addresses.]*

FOR REFERENCE ONLY

Appendix 2. Adjudicator

In accordance with GC Clause 1.1.1 and 52 the agreed-upon Adjudicator is: (or Pursuant to GC Clause 52, if at the time of Contract signing, agreement has not been reached between the Employer and the Contractor, an Adjudicator will be appointed by the Appointing Authority.)

The University of Colombo / University of Moratuwa will appoint the Adjudicator if
required

In accordance with GC Clause 52, the agreed-upon fees and reimbursable expenses are:

Both Employer and Contractor will share the cost equally

FOR REFERENCE ONLY

Appendix 6. Revised Price Schedules

The attached Revised Price Schedules (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the Price Schedules contained in the Contractor's Bid. These Revised Price Schedules reflect any corrections or adjustments to the Contractor's bid price, pursuant to the ITB Clauses 20.2 and 42.

FOR REFERENCE ONLY

Appendix 7. Terms and Procedures for Payment

Subject to the provisions of GCC Clause 12 (Terms of Payment), the Employer shall pay the Contract Price to the Contractor according to the categories and in the manner specified below.

| 1 | 2 | 3 | 4 |
|---|--|--|--|
| Line Item | Test Measurement | Completion Date | Acceptance Level |
| Advance Payment - 10% of the Total Contract Price (Upon submission of Advance Payment Guarantee) | | | |
| 1 | Delivery of the Hardware and Software Licenses of the items 01 to 04 of the Price Schedule | 8 Weeks from the Date of Commencement | Check against the purchase order line item vs. Delivery note |
| Delivery of the Hardware Equipment - 70% of the Total Contract Price | | | |
| 2 | Installation and Configuration of the items 01 to 04 of the Price Schedule | 12 Weeks from the Date of Commencement | User Acceptance Document prepared by the bidder and reviewed and accepted by Sri Lanka Customs |
| User Acceptance Testing (UAT) - 20% of the Total Contract Price | | | |

Please refer Implementation Schedule in Section VI: Schedule of Requirements

If the Contractor fails to deliver any or all of the milestones and related Services within the period specified in the above table, the Employer may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages to each and every milestones, a sum equivalent to the amount indicated in the **Particular Conditions**

FOR REFERENCE ONLY

Appendix 8. Agreed and Finalized Project Plan

[Agreed and Finalized Plan to be inserted]

FOR REFERENCE ONLY

Appendix 9. List of Documents for Approval and Review

Pursuant to GC Sub-Clause 21.3, the Contractor shall prepare, or cause its Sub-Contractor to prepare, and present to the Project Manager the following documents for:

Stipulated in Clause 6 Review Committees and Review Procedures Section VI: Schedule of Requirements

FOR REFERENCE ONLY

Appendix 10. Functional Guarantees

Stipulated in Clause 3.8.2 Section VI: Schedule of Requirements

FOR REFERENCE ONLY

Appendix 11. Insurance Requirements

Insurances to be taken out by the Contractor

In accordance with the provisions of GC Clause 38.1, the Contractor shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurances set forth below in the sums and with the deductibles and other conditions specified. The identity of the insurers and the form of the policies shall be subject to the approval of the Employer, such approval not to be unreasonably withheld.

(a) **Cargo Insurance**

Covering loss or damage occurring, while in transit from the Contractor's or manufacturer's works or stores until arrival at the Site, to the Facilities (including spare parts there for) and to the construction equipment to be provided by the Contractor or its Sub-Contractors.

| <u>Amount</u> | <u>Deductible limits</u> | <u>Parties insured</u> | <u>From</u> | <u>To</u> |
|------------------------------|--------------------------|------------------------|----------------|----------------|
| <i>a. [in currency(ies)]</i> | | <i>[names]</i> | <i>[place]</i> | <i>[place]</i> |

(b) **Installation All Risks Insurance**

Covering physical loss or damage to the Facilities at the Site, occurring prior to completion of the Facilities, with extended maintenance coverage for the Contractor's liability in respect of any loss or damage occurring during the defect liability period while the Contractor is on the Site for the purpose of performing its obligations during the defect liability period.

| <u>Amount</u> | <u>Deductible limits</u> | <u>Parties insured</u> | <u>From</u> | <u>To</u> |
|------------------------------|--------------------------|------------------------|----------------|----------------|
| <i>a. [in currency(ies)]</i> | | <i>[names]</i> | <i>[place]</i> | <i>[place]</i> |

(c) **Third Party Liability Insurance**

Covering bodily injury or death suffered by third parties (including the Employer's personnel) and loss of or damage to property (including the Employer's property and any parts of the Facilities that have been accepted by the Employer) occurring in connection with the supply and installation of the Facilities.

| <u>Amount</u> | <u>Deductible limits</u> | <u>Parties insured</u> | <u>From</u> | <u>To</u> |
|------------------------------|--------------------------|------------------------|----------------|----------------|
| <i>a. [in currency(ies)]</i> | | <i>[names]</i> | <i>[place]</i> | <i>[place]</i> |

(d) **Automobile Liability Insurance**

Covering use of all vehicles used by the Contractor or its Sub-Contractors (whether or not owned by them) in connection with the supply and installation of the Facilities. Comprehensive insurance in accordance with statutory requirements.

(e) **Workers' Compensation**

In accordance with the statutory requirements applicable in any country where the Facilities or any part thereof is executed.

(f) **Employer's Liability**

In accordance with the statutory requirements applicable in any country where the Facilities or any part thereof is executed.

(g) **Other Insurances**

The Contractor is also required to take out and maintain at its own cost the following insurances:

Details:

| <u>Amount</u> <i>a. [in currency(ies)]</i> | <u>Deductible limits</u> | <u>Parties insured</u> <i>[names]</i> | <u>From</u> <i>[place]</i> | <u>To</u> <i>[place]</i> |
|--|---------------------------------|---|--------------------------------------|------------------------------------|
|--|---------------------------------|---|--------------------------------------|------------------------------------|

The Employer shall be named as co-insured under all insurance policies taken out by the Contractor pursuant to GC Sub-Clause 38.1, except for the Third Party Liability, Workers' Compensation and Employer's Liability Insurances, and the Contractor's Sub-Contractors shall be named as co-insured's under all insurance policies taken out by the Contractor pursuant to GC Sub-Clause 38.1, except for the Cargo, Workers' Compensation and Employer's Liability Insurances. All insurers' rights of subrogation against such co-insureds for losses or claims arising out of the performance of the Contract shall be waived under such policies.

FOR REFERENCE ONLY

Appendix 12. Price Adjustment

Not Applicable

FOR REFERENCE ONLY

Appendix 13. Software License Agreement

[Agreed license to be inserted or attached]

FOR REFERENCE ONLY

Appendix 14. Schedule of Requirements

[SOR to be attached or inserted]

FOR REFERENCE ONLY

Appendix 15. Minutes of Contract Finalization Discussions and Agreed Contract Amendments

The attached Contract amendments (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the relevant clauses in the GC, PC, Schedule of Requirements, or other parts of this Contract as defined in GCC Clause 1.1.

FOR REFERENCE ONLY

2 Performance and Advance Payment Security Forms

FOR REFERENCE ONLY

2.1 Letter of Acceptance

Purchaser: *[insert the name of the Purchaser]*

Contract title: *[insert the name of the contract]*

IFB No: *[insert IFB reference number]*

Date: *[insert Date]*

To: *[insert Name of Bidder]*

This is to notify you that your Bid dated *[insert Date]* for execution of the *[insert brief description of the Information System]* for the Contract Price in the aggregate of *[insert amount in figures]* (*[insert amount in words]*), as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

You are requested to furnish the Performance Security within 14 days in accordance with the Conditions of Contract, using the Performance Security Form, included in Section IX, - Contract Forms, of the Bidding Document.

Authorized Signature: _____

Name and Title of Signatory: *[insert Name and Title]*

Name of Agency: *[insert Purchaser Name]*

Attachment: Contract Agreement

2.2 Performance Security Form (Bank Guarantee)

[Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: *[Name and Address of Employer]*

Date: *[date]*

PERFORMANCE GUARANTEE No.: *[Performance Guarantee Number]*

We have been informed that on *[date of award]* you awarded Contract No. *[Contract number]* for *[title and/or brief description of the Contract]* (hereinafter called "the Contract") to *[complete name of Contractor]* (hereinafter called "the Contractor"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Contractor, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[amount(s)² in figures and words]* upon receipt by us of your first demand in writing declaring the Contractor to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

On the date of your issuing, to the Contractor, the Operational Acceptance Certificate for the IT Software, Products and/or Services, the value of this guarantee will be reduced to any sum(s) not exceeding *[amount(s)² in figures and words]*. This remaining guarantee shall expire no later than *[number and select: of months/of years (of the Warranty Period that needs to be covered by the remaining guarantee)]* from the date of the

Operational Acceptance Certificate for the IT Software, Products and/or Services,³ and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758, except

that subparagraph (ii) of Sub-article 20 (a) is hereby excluded.

[Signature(s)]

² *The Bank shall insert the amount(s) specified and denominated in the PC for GC Clauses 13.3(a) and 13.3(d) respectively, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Employer.*

Section IX – Contract Forms

In this sample form, the formulation of this paragraph reflects the usual PC provisions for GC Clause 13.3. However, if the PC for GCC Clauses 13.3(a) and 13.3(d) varies from the usual provisions, this paragraph, and possibly the previous paragraph, need to be adjusted to precisely reflect the provisions specified in the PC.

FOR REFERENCE ONLY

2.3 Advance Payment Security Form (Bank Guarantee)

[Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: *[Name and Address of Employer]*

Date: *[date]*

ADVANCE PAYMENT GUARANTEE No.: *[Advance Payment Guarantee Number]*

We have been informed that on *[date of award]* you awarded Contract No. *[Contract number]* for *[title and/or brief description of the Contract]* (hereinafter called "the Contract") to *[complete name of Contractor]* (hereinafter called "the Contractor"). Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of *[amount in numbers and words, for each currency of the advance payment]* is to be made to the Contractor against an advance payment guarantee.

At the request of the Contractor, we hereby irrevocably undertake to pay you any sum or sums not exceeding in total the amount of the advance payment referred to above, upon receipt by us of your first demand in writing declaring that the Contractor is in breach of its obligations under the Contract because the Contractor used the advance payment for purposes other than toward the proper execution of the Contract.

It is a condition for any claim and payment to be made under this guarantee that the advance payment referred to above must have been received by the Contractor on its account *[number and domicile of the account]*.

For each payment after the advance payment, which you will make to the Contractor under this Contract, the maximum amount of this guarantee shall be reduced by the ninth part of such payment.⁴ At the time at which the amount guaranteed becomes nil, this guarantee shall become null and void, whether the original is returned to us or not.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758.

[Signature(s)]

⁴ This sample formulation assumes an Advance Payment of 10% of the Contract Price excluding Recurrent Costs, and implementation of the main option proposed by this MBD in the PC for GCC Clause 13.2(b) for gradually reducing the value of the Advance Payment Security. If the Advance Payment is other than 10%, or if the reduction in amount of the security follows a different approach, this paragraph would need to be adjusted and edited accordingly.

3 Installation and Acceptance Certificates

FOR REFERENCE ONLY

3.1 Installation Certificate

IFB: CUS/LOG/S/08/EES

Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: [*: name and address of Contractor*]

Dear Sir or Madam:

Pursuant to GCC Clause 26 (Installation of the IT Software, Products and/or Services) of the Contract entered into between yourselves and the [*name of Employer*] (hereinafter the “Employer”) dated [*date of Contract*], relating to the [*brief description of the Information Technology Software, Products and/or Services*], we hereby notify you that the IT Software, Products and/or Services (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the IT Software, Products and/or Services (or relevant Subsystem or major component):

[*description*]

2. Date of Installation: [*date*]

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the IT Software, Products and/or Services in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Employer

Signed:

Date:

in the capacity of: [*state: “Project Manager” or state the title of a higher level authority in the Employer’s organization*]

FOR REFERENCE ONLY

3.2 Operational Acceptance Certificate

Date: [date]

IFB; CUS/LOG/S/08/EES

Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: [name and address of Contractor]

Dear Sir or Madam:

Pursuant to GCC Clause 27 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the [name of Employer] (hereinafter the “Employer”) dated [date of Contract], relating to the [brief description of the Information Technology Software, Products and/or Services], we hereby notify you the IT Software, Products and/or Services (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Employer hereby takes over the IT Software, Products and/or Services (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the IT Software, Products and/or Services (or Subsystem or major component): [description]
2. Date of Operational Acceptance: [date]

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Employer

Signed:

Date:

in the capacity of: [state: “Project Manager” or higher level authority in the Employer’s organization]

4 Change Order Procedures and Forms

Date: [date]

IFB; CUS/LOG/S/08/EES

Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

General

This section provides samples of procedures and forms for carrying out changes to the IT Software, Products and/or Services during the performance of the Contract in accordance with GCC Clause 43 (Changes to the IT Software, Products and/or Services) of the Contract.

Change Order Log

The Contractor shall keep an up-to-date Change Order Log to show the current status of Requests for Change and Change Orders authorized or pending. Changes shall be entered regularly in the Change Order Log to ensure that the log is kept up-to-date. The Contractor shall attach a copy of the current Change Order Log in the monthly progress report to be submitted to the Employer.

References to Changes

- (1) Request for Change Proposals (including Application for Change Proposals) shall be serially numbered CR-nnn.
- (2) Change Estimate Proposals shall be numbered CN-nnn.
- (3) Estimate Acceptances shall be numbered CA-nnn.
- (4) Change Proposals shall be numbered CP-nnn.
- (5) Change Orders shall be numbered CO-nnn.

On all forms, the numbering shall be determined by the original CR-nnn.

Annexes

- 4.1 Request for Change Proposal Form
- 4.2 Change Estimate Proposal Form
- 4.3 Estimate Acceptance Form
- 4.4 Change Proposal Form
- 4.5 Change Order Form
- 4.6 Application for Change Proposal Form

4.1 Request for Change Proposal Form (Employer)

(Employer's Letterhead)

Date: [date]

IFB; CUS/LOG/S/08/EES
Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: [name of Contractor and address]

Attention: [name and title]

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within [number] days of the date of this letter.

1. Title of Change: [title]
2. Request for Change No./Rev.: [number]
3. Originator of Change: [select Employer /Contractor (by Application for Change Proposal), and add: name of originator]
4. Brief Description of Change: [description]
5. Subsystem or major component affected by requested Change: [description]
6. Technical documents and/or drawings for the request of Change:

| Document or Drawing No. | Description |
|-------------------------|-------------|
|-------------------------|-------------|
7. Detailed conditions or special requirements of the requested Change: [description]
8. Procedures to be followed:
 - (a) Your Change Proposal will have to show what effect the requested Change will have on the Contract Price.
 - (b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire IT Software, Products and/or Services agreed in the Contract.
 - (c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the IT Software, Products and/or Services, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.
 - (d) You should also indicate what impact the Change will have on the number and mix of staff needed by the Contractor to perform the Contract.
 - (e) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Contract Price and the Implementation Schedule in writing.

9. As a next step, please respond using the Change Estimate Proposal form, indicating how much it will cost you to prepare a concrete Change Proposal that will describe the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause 43.2. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule and cost, of the Change.

For and on behalf of the *Employer*

Signed:

Date:

in the capacity of: [*State: "Project Manager" or higher level authority in the Employer's organization*]

FOR REFERENCE ONLY

4.2 Change Estimate Proposal Form (Contractor)

Date: (Contractor's Letterhead)
[date]

IFB; CUS/LOG/S/08/EES

Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: [name of Employer and address]

Attention: [name and title]

Dear Sir or Madam:

With reference to your Request for Change Proposal, we are pleased to notify you of the approximate cost of preparing the below-referenced Change in accordance with GCC Clause 43.2 of the Contract. We acknowledge that your agreement to the cost of preparing the Change Proposal, in accordance with GCC Clause 43.2, is required before we proceed to prepare the actual Change Proposal including a detailed estimate of the cost of implementing the Change itself.

1. Title of Change: [title]
2. Request for Change No./Rev.: [number]
3. Brief Description of Change (including proposed implementation approach): [:description]
4. Schedule Impact of Change (initial estimate): [description]
5. Initial Cost Estimate for Implementing the Change: [initial cost estimate]
6. Cost for Preparation of Change Proposal: [cost in the currencies of the Contract], as detailed below in the breakdown of prices, rates, and quantities.

For and on behalf of the Contractor

Signed:

Date:

in the capacity of: [state: "Contractor's Representative" or other higher level authority in the Contractor's organization]

4.3 Estimate Acceptance Form (Employer)

(Employer's Letterhead)

Date: [date]

IFB; CUS/LOG/S/08/EES

Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: [name of Contractor and address]

Attention: [name and title]

Dear Sir or Madam:

We hereby accept your Change Estimate and agree that you should proceed with the preparation of a formal Change Proposal.

1. Title of Change: [title]
2. Request for Change No./Rev.: [request number / revision]
3. Change Estimate Proposal No./Rev.: [proposal number / revision]
4. Estimate Acceptance No./Rev.: [estimate number / revision]
5. Brief Description of Change: [: description]
6. Other Terms and Conditions:

In the event that we decide not to order the Change referenced above, you shall be entitled to compensation for the cost of preparing the Change Proposal up to the amount estimated for this purpose in the Change Estimate Proposal, in accordance with GCC Clause 43 of the General Conditions of Contract.

For and on behalf of the *Employer*

Signed:

Date:

in the capacity of: [state: "Project Manager" or higher level authority in the Employer's organization]

4.4 Change Proposal Form (Contractor)

(Contractor's Letterhead)

Date: *[date]*

IFB; CUS/LOG/S/08/EES

Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: *[name of Employer and address]*

Attention: *[name and title]*

Dear Sir or Madam:

In response to your Request for Change Proposal No. *[: number]*, we hereby submit our proposal as follows:

1. Title of Change: *[name]*
2. Change Proposal No./Rev.: *[proposal number/revision]*
3. Originator of Change: *[select: Employer /Contractor; and add: name]*
4. Brief Description of Change: *[description]*
5. Reasons for Change: *[reason]*
6. The IT Software, Products and/or Services Subsystem, major component, or equipment that will be affected by the requested Change: *[description]*
7. Technical documents and/or drawings for the requested Change:
Document or Drawing No. Description
8. Estimate of the increase/decrease to the Contract Price resulting from the proposed Change: *[amount in currencies of Contract]*, as detailed below in the breakdown of prices, rates, and quantities.
Total lump sum cost of the Change:
Cost to prepare this Change Proposal (i.e., the amount payable if the Change is not accepted, limited as provided by GCC Clause 39.2.6):
9. Additional Time for Achieving Operational Acceptance required due to the Change: *[amount in days / weeks]*
10. Effect on the Functional Guarantees: *[description]*
11. Effect on the other terms and conditions of the Contract: *[description]*
12. Validity of this Proposal: for a period of *[number]* days after receipt of this Proposal by the Employer

13. Procedures to be followed:
- (a) You are requested to notify us of your acceptance, comments, or rejection of this detailed Change Proposal within *[number]* days from your receipt of this Proposal.
 - (b) The amount of any increase and/or decrease shall be taken into account in the adjustment of the Contract Price.

For and on behalf of the Contractor

Signed:

Date:

in the capacity of: *[state: "Contractor's Representative" or other higher level authority in the Contractor's organization]*

FOR REFERENCE ONLY

4.5 Change Order Form (Employer)

(Employer's Letterhead)

Date: [date]

IFB; CUS/LOG/S/08/EES

Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: [name of Contractor and address]

Attention: [name and title]

Dear Sir or Madam:

We hereby approve the Change Order for the work specified in Change Proposal No. [number], and agree to adjust the Contract Price, Time for Completion, and/or other conditions of the Contract in accordance with GCC Clause 39 of the Contract.

1. Title of Change: [name]
2. Request for Change No./Rev.: [request number / revision]
3. Change Order No./Rev.: [order number / revision]
4. Originator of Change: [select: Employer /Contractor; and add: name]
5. Authorized Price for the Change:
Ref. No.: [number] Date: [date]

[amount in foreign currency A] plus [amount in foreign currency B] plus [: amount in foreign currency C] plus [amount in local currency]

6. Adjustment of Time for Achieving Operational Acceptance: [amount and description of adjustment]
7. Other effects, if any: [state: "none" or description]

For and on behalf of the Employer

Signed:

Date:

in the capacity of: [state: "Project Manager" or higher level authority in the Employer's organization]

For and on behalf of the Contractor

Signed:

Date:

in the capacity of: [state "Contractor's Representative" or higher level authority in the Contractor's organization]

4.6 Application for Change Proposal Form (Contractor)

(Contractor's Letterhead)

Date: *[date]*

IFB; CUS/LOG/S/08/EES

Contract: Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

To: *[name of Employer and address]*

Attention: *[name and title]*

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as a Change to the IT Software, Products and/or Services.

1. Title of Change: *[name]*
2. Application for Change Proposal No./Rev.: *[number / revision]* dated: *[date]*
3. Brief Description of Change: *[description]*
4. Reasons for Change: *[description]*
5. Order of Magnitude Estimation: *[amount in currencies of the Contract]*
6. Schedule Impact of Change: *[description]*
7. Effect on Functional Guarantees, if any: *[description]*
8. Appendix: *[titles (if any); otherwise state "none"]*

For and on behalf of the Contractor

Signed: Date:

in the capacity of: *[state: "Contractor's Representative" OR higher level authority in the Contractor's organization]*



Ministry of Finance, Economic Stabilization & National Policies

Department of Sri Lanka Customs

BIDDING DOCUMENT (Volume 2)
(Single-Stage Two Envelope Bidding Procedure)

**Procurement of Supply and Implementation of
Enterprise Data Center, Enterprise Email and
Backup Solution**

IFB No: CUS/LOG/S/08/EES

**Employer: Director General of Customs
Department of Sri Lanka Customs
No 40,
Main Street,
Colombo 11.**

27th September 2023

Section VI. Schedule of Requirements

FOR REFERENCE ONLY

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FOR REFERENCE ONLY

Procurement of Supply and Implementation of Enterprise Data Center, Enterprise Email and Backup Solution

6.1 Introduction

Sri Lanka Customs plays a pivotal role in regulating the flow of goods and people across the nation's borders. Established in 1806, it boasts a rich history of ensuring the security, economic prosperity, and cultural preservation of this beautiful island nation. Sri Lanka Customs is responsible for enforcing customs laws and regulations, collecting duties and taxes, preventing illegal trade activities, and facilitating legitimate trade and travel. With its modernization efforts and adoption of advanced technologies, the department strives to streamline customs procedures, enhance transparency, and promote efficiency, making it easier for businesses to import and export goods while safeguarding the nation's interests.

In its role as a pivotal revenue collector, Sri Lanka Customs has evolved into an entity that operates one of the most advanced and sensitive Information Technology and Communication (ICT) systems in the government sector. The extensive network interconnects with numerous stakeholders, including sea ports, air ports, terminals, examination yards, warehouses, banks, and various government agencies. The current landscape of digital transformation and the adoption of concepts like eGovernment and Single Window have elevated the importance of the ICT system, making it a central pillar of Sri Lanka Customs' operations. Hence, the continuous operation of a secure, reliable, and accessible ICT system 24x7, 365 days a year is not just a necessity but a mission-critical, real-time operation.

The Information Technology and Communication Directorate of Sri Lanka Customs shoulders the responsibility of maintaining this intricate ICT infrastructure. Recognizing that certain components have reached the end of their lifecycle and that emerging business needs necessitate a technology upgrade, the ICT Directorate has meticulously designed a solution that aligns with modern approaches while optimizing costs. This tender, titled "Procurement of Enterprise Data Center, Email Solution, and Backup Solution," aims to address these critical needs and ensure the sustained excellence of Sri Lanka Customs' operations.

6.2 Scope of Work

Sri Lanka Customs invites qualified and experienced bidders to participate in the tender for the "Procurement of Enterprise Data Center, Email Solution, Secure Email Gateway, and Enterprise Backup Solution." The selected bidder(s) will be responsible for the comprehensive planning, implementation, and maintenance of these critical components of our information technology infrastructure.

- 6.2.1. Enterprise Data Center Solution:** The bidder should provide the necessary hardware, software, and expertise to upgrade our existing data center infrastructure to a state-of-the-art Hyper-Converged Infrastructure (HCI). This includes the migration of applications, data, and services from current VMware infrastructure to the new infrastructure.
- 6.2.2. Enterprise Email Solution:** The selected bidder should deliver and configure an on-premise enterprise email solution with perpetual licenses for a five-year period. This includes data migration and integration with existing systems. The solution should ensure high availability, security, and reliability of email communication.
- 6.2.3. Secure Email Gateway:** The bidder should implement, and maintain a robust Secure Email Gateway Appliance to protect our communication channels from spam, malware, phishing attacks, and other threats. This solution should provide real-time threat detection and mitigation.
- 6.2.4. Enterprise Backup System:** The selected bidder should integrate Enterprise Backup Appliances into our existing infrastructure. This includes configuring backup policies, ensuring data consistency, and establishing disaster recovery procedures.
- 6.2.5. Testing and Quality Assurance:** The bidder should conduct thorough testing of all implemented solutions to ensure their performance, security, and functionality. This includes unit testing, vulnerability assessments, and user acceptance testing.
- 6.2.6. Documentation:** The bidder should provide comprehensive documentation, including system configurations, user manuals and as built documents for all implemented solutions.
- 6.2.7. Ongoing Support:** The bidder should provide ongoing technical support and maintenance services for the entire contract duration, including updates, patches, and troubleshooting.
- 6.2.8. Service Level Agreements (SLAs):** The bidder should adhere to defined SLAs for response times, issue resolution, and system availability.

- 6.2.9. **Security Compliance:** The bidder must adhere to all relevant security standards and best practices to ensure the confidentiality and integrity of sensitive data.
- 6.2.10. **Regulatory Compliance:** The solutions provided must comply with all applicable regulatory requirements and government policies.
- 6.2.11. **Project Timeline:** The bidder should provide a detailed project timeline outlining milestones, deadlines, and deliverables.
- 6.2.12. **Scalability and Future-Proofing:** The proposed solutions should allow for scalability to accommodate future growth and evolving technology requirements.
- 6.2.13. **Risk Mitigation:** The bidder should outline their approach to risk identification and mitigation throughout the project implementation.
- 6.2.14. **Reporting:** The selected bidder should provide regular progress reports and updates to Sri Lanka Customs during the project implementation.
- 6.2.15. **Training:** The selected bidder should provide training for our staff to ensure they can effectively use and manage the new systems.

Sri Lanka Customs is committed to achieving a secure, efficient, and reliable ICT infrastructure that supports our mission-critical operations. Bidders are encouraged to submit comprehensive proposals that address the entire scope of work outlined above. The successful bidder will play a crucial role in modernizing our IT infrastructure and ensuring its continuous operation and security.

Please note that any deviations from the specified scope of work must be clearly documented in your proposal. The evaluation of proposals will consider compliance with the stated scope, technical expertise, cost-effectiveness, and overall value to Sri Lanka Customs.

6.3 Solution Design

The solution consists of four major components

6.3.1 Enterprise Data Center Solution

Sri Lanka Customs relies heavily on its data center to process and manage a vast amount of critical information, currently employs VMware, and we plan to elevate it to a Hyper-Converged Infrastructure (HCI). Upgrading to HCI can significantly enhance the data center's performance. HCI is designed to optimize resource allocation, which translates to faster data processing and improved application performance. This ensures that customs operations are efficient and responsive, allowing for quicker decision-making and more streamlined processes. In a mission-critical environment like Sri Lanka Customs, system downtime is not acceptable. HCI solutions are known for their high availability and fault tolerance. They include redundancy features and failover mechanisms that minimize the risk of service interruptions due to hardware failures. This ensures that customs operations can continue uninterrupted, even in the event of hardware issues. HCI offers scalable resources that can be easily expanded to accommodate increased demands. This scalability ensures that the data center can adapt to changing workloads, providing the necessary resources when needed without over-provisioning or wasting resources. HCI simplifies management and reduces operational overhead, as it combines compute, storage, and networking into a single integrated solution. This consolidation leads to savings in terms of hardware, energy consumption, and administrative costs. HCI is built with scalability and flexibility in mind. Upgrading to HCI future-proofs the data center, ensuring that it can adapt to evolving technology trends and customs requirements without the need for a complete infrastructure overhaul. In summary, upgrading to Hyper-Converged Infrastructure (HCI) is essential for Sri Lanka Customs because it enhances performance, reliability, scalability, and cost-efficiency while providing the necessary infrastructure to support modern customs operations. It ensures that customs data is processed efficiently, decisions are made swiftly, and the organization remains competitive in a rapidly evolving digital landscape.

6.3.2 Enterprise Email Solution

The current email solution implemented within our organization is Zimbra open source edition and we have been facing significant issues with its functionality and reliability, necessitating the procurement of a more sophisticated email solution with licensed support. It is crucial to emphasize the importance of having an on-premise enterprise email solution in a top government organization like Sri Lanka Customs. Cloud email license subscriptions are known to be costly, and the recurring expenses over the long term can put a strain on our budget. Considering this, we have carefully evaluated our options and determined that an on-premise solution with perpetual licenses would be more financially viable in the long run. By acquiring perpetual

licenses for a five-year period, we can eliminate the recurring subscription costs and better manage our budgetary resources. Furthermore, choosing an on-premise solution provides us with a higher level of data security. As a government organization handling sensitive information, safeguarding our data is of utmost importance. By hosting the email solution on our own infrastructure, we can establish stringent security protocols and have full control over our data. This approach ensures that our communication infrastructure adheres to the highest security standards, mitigating potential risks associated with cloud-based solutions.

6.3.3 Secure Email Gateway

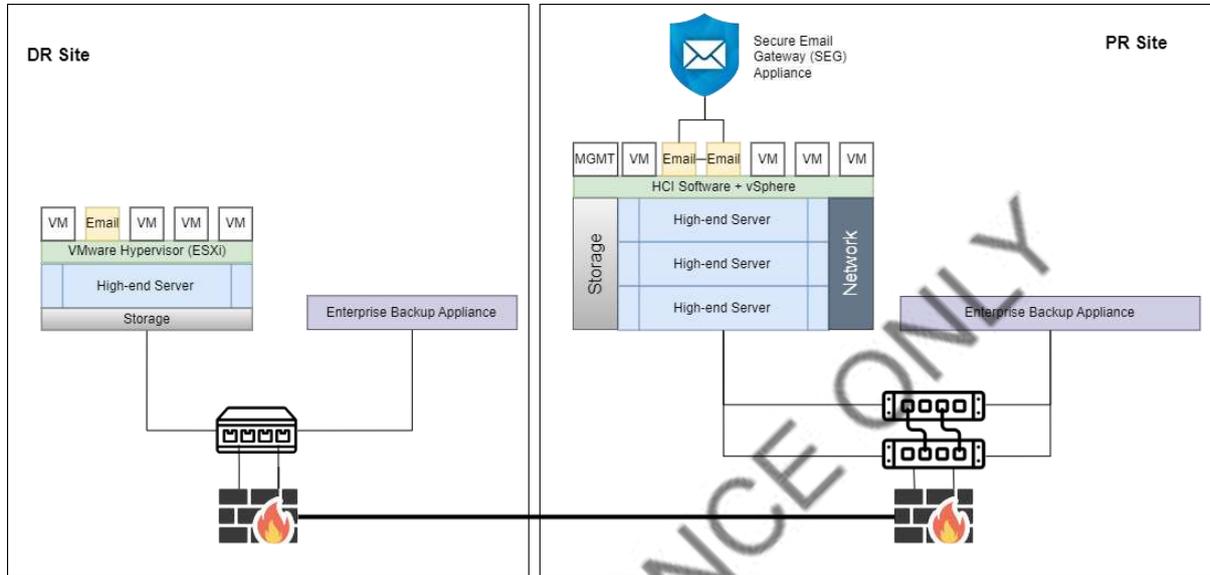
The significance of a Secure Email Gateway cannot be overstated, as it plays a vital role in safeguarding our communication channels from malicious threats, ensuring the integrity and confidentiality of our sensitive information. It also helps prevent data leaks, enforces content policies, and ensures compliance with regulations. SEGs offer centralized management, making it easier to maintain robust email security across the organization. With an on-premise SEG, our organization has complete control over email data. Data remains within your physical infrastructure, providing a higher level of data security and compliance, which is especially important for government agencies like Sri Lanka Customs handling sensitive information. On-premise solutions allow us to maintain strict control over data privacy. Emails and attachments do not pass through external cloud servers, reducing the exposure of potentially sensitive information. An on-premise SEG typically provides lower latency and faster email processing because emails don't need to traverse external cloud servers. This can be crucial for organizations that require near-instantaneous email delivery and response times. By implementing an on-premise SEG, Sri Lanka Customs can significantly improve its overall email security posture and mitigate the ever-present threats in the digital landscape.

6.3.4 Enterprise Backup Solution

An enterprise backup system is vital to safeguard our data and ensure business continuity in the event of system failures or data loss. It provides the necessary redundancy and recovery mechanisms to mitigate risks and minimize downtime. We are planning to integrate the enterprise backup system with an OEM (Original Equipment Manufacturer) appliance. The decision to opt for a backup appliance rather than a backup software solution is based on several benefits. Firstly, a backup appliance provides an all-in-one solution, combining both hardware and software components specifically designed for data protection and recovery. This ensures seamless compatibility and optimized performance. Secondly, an appliance simplifies the implementation and management processes, offering a unified interface and streamlined workflows. It eliminates the need for separate hardware procurement and software licensing, reducing complexity and potential compatibility issues. By integrating the enterprise backup system with an OEM appliance, we can leverage the advantages of a purpose-built solution, guaranteeing efficient data backup, replication, and recovery. This approach enhances the

reliability and speed of our backup processes, reducing the risk of data loss and minimizing downtime in the event of system failures.

6.3.5 Solution Diagram



Expected Data Center solution with Hyper-Converged Infrastructure, Enterprise Backup Appliance, Enterprise Email Solution and Secure Email Gateway Appliance

6.4 Requirement Specification

| Index | Required Specification | Bidder's Response (Yes/No) | Comments |
|----------------|--|----------------------------|----------|
| 6.4.1 | Enterprise Data Center Solution (Including High-end Servers, HCI Software and Virtualization) | | |
| 6.4.1.1 | Hyper-Converged Infrastructure – General Requirements | | |
| 6.4.1.1.1 | Solution must provide 3 nodes/servers for PR site. | | |
| 6.4.1.1.2 | Solution must provide single node/server for DR site. | | |
| 6.4.1.1.3 | The proposed HCI solution's vendor must be a leader within the latest Gartner Magic Quadrant for Hyper Converged Infrastructure (HCI) | | |
| 6.4.1.1.4 | The proposed solution shall provide software based enterprise class storage services on commodity x86 servers, without limiting to a specific brand | | |
| 6.4.1.1.5 | Shared Storage should be created by clustering server attached traditional magnetic Disks or Flash Disks (like SSDs, NVMeS etc.) | | |
| 6.4.1.1.6 | Should support different configuration types such as Hybrid Configurations (using hard drives) or All Flash Configurations (using SSDs or NVMeS) | | |
| 6.4.1.1.7 | Should provide upgrade path from Hybrid to All-Flash with same set of compatible hardware non disruptively. | | |
| 6.4.1.1.8 | Should provide high-resilient shared storage capacity for the proposal Virtual environment | | |
| 6.4.1.1.9 | Should support server side read/write caching to reduce storage latency | | |
| 6.4.1.1.10 | Should be Hardware independent, to provide flexibility of choosing hardware from a wide variety of server manufacturers | | |
| 6.4.1.1.11 | Should have an OEM provided server compatibility list from mutually certified by the Server OEM and HCI Vendor . | | |
| 6.4.1.1.12 | Should support mixing of different compatible Server brands in same Cluster. | | |
| 6.4.1.1.13 | Should provide storage policy based management (SPBM) for VMware ESXi based VMs. These policies should be able to be applied on individual virtual disk level (VMDK), individual VM level or on a group of VMs | | |
| 6.4.1.1.14 | Above storage policies should be able to define the capacity, resiliency level, availability level, QoS level (Quality of Service) etc. | | |
| 6.4.1.1.15 | Should Provide storage policy based management (SPBM) for Kubernetes container workloads similar to VMs | | |
| 6.4.1.1.16 | Should provide Cloud Native Storage features for managing and monitoring container volume life-cycle operations | | |
| 6.4.1.1.17 | All the features and Functionalities mentioned in the following sections should be supported for VMware ESXi based environment | | |
| 6.4.1.1.18 | Proposal should include all the required licenses to implement below features and functionalities and should be available at the time of initial solution implementation. | | |
| 6.4.1.1.19 | Requested VMware Licenses should be proposed with 24x7 direct VMware support and not through respective hardware vendors. | | |
| 6.4.1.2 | Hardware Specifications | | |
| 6.4.1.2.1 | Make - should be an internationally reputed brand. | | |
| 6.4.1.2.2 | Model - to be mentioned by the bidder. | | |
| 6.4.1.2.3 | Country of Origin - to be mentioned by the bidder. | | |
| 6.4.1.2.4 | Country of Manufacture - to be mentioned by the bidder. | | |
| 6.4.1.2.5 | OEM should be ISO 9001 accredited, please attached the certificate. | | |
| 6.4.1.2.6 | OEM should have local depot to support 24x 7 mission critical. OEM confirmation letter should be attached. Provide Spare part depot address. | | |

| | | | |
|----------------|---|--|--|
| 6.4.1.2.7 | OEM should have at least 15 years of experience in the industry. | | |
| 6.4.1.2.8 | Nodes should be 2U Rack Servers | | |
| 6.4.1.2.9 | Each node must consists with minimum 2 processors. | | |
| 6.4.1.2.10 | Processors used in the nodes must be Intel® Xeon® Gold 6348 or better | | |
| 6.4.1.2.11 | Each processor must have 2.6GHz or higher clock speed. | | |
| 6.4.1.2.12 | Each processor must have minimum of 28 cores. | | |
| 6.4.1.2.13 | Each processor must have minimum 42M cache. | | |
| 6.4.1.2.14 | Each node must support up to two 3rd Generation Intel Xeon Scalable processors with up to 32 cores. | | |
| 6.4.1.2.15 | Each node must be consists with 12 x 64GB RDIMM, 3200MT/s, Dual Rank | | |
| 6.4.1.2.16 | Each node must be consists with 16 DDR4 DIMM slots, supports RDIMM 1 TB max, speeds up to 3200 MT/s | | |
| 6.4.1.2.17 | Each node must have 2.5" Chassis with up to 24 Hard Drives SAS/SATA, MAX IO | | |
| 6.4.1.2.18 | Each node must have HW RAID 2 x M.2 SSDs 240 GB | | |
| 6.4.1.2.19 | Each node must have 2 x 800GB SSD SAS Write Intensive 12Gbps 512e 2.5in Hot-plug Drives OS | | |
| 6.4.1.2.20 | Each node must have 6 x 3.84TB SSD SAS Read Intensive 12Gbps 512 2.5in Hot-plug Drives For Data | | |
| 6.4.1.2.21 | Each PR node/server must include a HCl compatible Disk Controller or HBA | | |
| 6.4.1.2.22 | DR node/server must include required Disk Controller to support Hardware based RAID for above proposed SSDs (Should support RAID 1 and RAID 5) | | |
| 6.4.1.2.23 | Each node must have 2 x 1GbE Integrated Ethernet ports. | | |
| 6.4.1.2.24 | Each node must have 4 x Dual Port 10GbE Base-T Adapter, PCIe Full Height | | |
| 6.4.1.2.25 | Each node must have embedded 1 x out-of-band agentless management port to simplify remote management | | |
| 6.4.1.2.26 | Each node must have following expansion & I/O ports; <ol style="list-style-type: none"> 1. 2x USB 3.0 ports (with Internal port) 2. 2 x USB 2.0 ports 3. Serial Port 4. Up to 5 x PCIe Gen4 slots + 1 x PCIe Gen3 slots | | |
| 6.4.1.2.27 | Should provide Optical Mouse & Keyboard | | |
| 6.4.1.2.28 | Operating System and Hypervisors supported; <ol style="list-style-type: none"> 1. VMware ESXi 2. Microsoft Windows Server with Hyper-V 3. Red Hat Enterprise Linux 4. SUSE Linux Enterprise Server 5. Citrix Hypervisor 6. Canonical Ubuntu Server LTS | | |
| 6.4.1.2.29 | Each node should have Dual, Hot-Plug, Fully Redundant Power Supply (1+1) | | |
| 6.4.1.2.30 | Each node must have redundant fans to provide reliable optimum cooling | | |
| 6.4.1.2.31 | Should be retrain the defective hard drives free of charge, if any replacement defective hard drives will not return to the vendor for The Critical Data protection purpose. (Proof letter from OEM should be attached along with the bid.) | | |
| 6.4.1.3 | Data Efficiency | | |
| 6.4.1.3.1 | The proposed solution should provide out of the box security compliance for proposed HCI solution to ensure highly secure HCI environment. Solution should have at least one or more certifications. (e.g. NIST FIPS140-2 / DISA approved STIG) | | |
| 6.4.1.3.2 | The solution provide the capability to limit IOPS consumption per VM to better manage performance for SLA's for different workloads as well as required to eliminate "noisy neighbour VM" issues | | |
| 6.4.1.3.3 | Solution should be proposed with efficiency features such as De-duplication & Compression on the All Flash Architecture. | | |

| | | | |
|----------------|---|--|--|
| 6.4.1.3.4 | Should support Erasure Coding (or equivalent technology such as RF) on individual virtual disks level or an individual virtual machine level | | |
| 6.4.1.3.5 | Solutions should provide Hypervisor and Hypervisor Management Software for both PR Site and DR Site | | |
| 6.4.1.3.6 | Must provide following VMware vSphere license editions and the quantities <ol style="list-style-type: none"> 1. vSphere Enterprise Plus Licenses for 6 processors for PR Site 2. vSphere Standard License for 2 processors for DR Site | | |
| 6.4.1.3.7 | Must provide following vCenter licenses <ol style="list-style-type: none"> 1. vCenter Standard Edition for managing the PR site cluster 2. vCenter Foundation Edition for managing the DR site server | | |
| 6.4.1.4 | Capacity and Scalability for PR Site Cluster | | |
| 6.4.1.4.1 | Should provide usable capacity of 29TB (with RAID 1, or RAID 1 equivalent level protection) before taking de-duplication and compression in to consideration. All the overheads of proposed Hyper-Converged software as per the vendor best practices should be proposed on top of above capacity | | |
| 6.4.1.4.2 | Solution should be a All Flash drive (SSD) configuration | | |
| 6.4.1.4.3 | Above mentioned capacity (29TB) should be readily available and visible inside the cluster in case of one entire server node failure and should be consumable without disruption | | |
| 6.4.1.4.4 | Vendor should clearly specify the specific ways of implementing disk/node level resiliency (such as RAID level, replication factor etc, based on the proposed technology) | | |
| 6.4.1.4.5 | Capacity overheads or above disk/node level resiliency should be included in the proposed solution so that Production Virtual Machines can clearly utilize the 29TB usable capacity | | |
| 6.4.1.4.6 | Any additional capacity requirements which are vendor and solution specific should be provided in addition to 29TB usable capacity. And those additional capacity requirement must be clearly mentioned | | |
| 6.4.1.4.7 | Should support non-disruptive Scale-Up (Upgrade by inserting drives in available empty drive-slots) & Scale-Out (Upgrade by adding nodes) upgrades to grow capacity and/or performance whenever required. | | |
| 6.4.1.4.8 | Scalability should be supported with minimum building block expansion like a single disk | | |
| 6.4.1.5 | Resiliency and High Availability for Primary Site HCI Cluster | | |
| 6.4.1.5.1 | Should be capable of implementing Active-Active Stretched Cluster for the disaster avoidance requirements against both, site failures and local component failures while VMs can run on either site. | | |
| 6.4.1.5.2 | More Importantly, read IO requests must be serviced locally to reduce latency | | |
| 6.4.1.5.3 | Should be proposed with native file services to create file shares alongside block volumes for Combined Block & NAS Workloads. | | |
| 6.4.1.5.4 | Should support all Virtualization benefits like HA, vMotion, DRS | | |
| 6.4.1.5.5 | Should be able to set VM to VM Affinity rules for effective DRS | | |
| 6.4.1.5.6 | Should support moving VM disks between storage containers without disruption | | |
| 6.4.1.5.7 | Should support efficient VM level snapshots and clones in a Virtual environment | | |
| 6.4.1.6 | Global Unified Management for Primary Site HCI Cluster | | |
| 6.4.1.6.1 | Offered Hyper-converged solution must support VM-centric management through a single pane of glass via the virtualization manager of given hypervisor. | | |
| 6.4.1.6.2 | Offered Hyper-converged must have programmatic interface for enabling automated tasks like failover / failback | | |
| 6.4.1.6.3 | Offered hyper-converged appliance must have the ability to manage all aspects of the Hyper-convergence for all sites through Virtualization Manager of a given Hyper-Converge. | | |

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| 6.4.1.6.4 | Hyper-converged solution must have single deployment management console to simplify deployment of 1 to many nodes in parallel to reduce deployment time | | |
| 6.4.1.6.5 | All storage operations should be managed via a single management console | | |
| 6.4.1.6.6 | Provide granular VM-specific controls for managing storage service levels | | |
| 6.4.1.6.7 | Automated self-rebalancing capabilities to align with defined storage service levels | | |
| 6.4.1.6.8 | The solution should provide services for unified HCI stack proactive support technology to easily enables advanced health and analytics. | | |
| 6.4.1.6.9 | The solution should be hybrid cloud ready, providing management consistency between one or more public cloud options and on-premises data centers. | | |
| 6.4.1.6.10 | The solution should support migrating the selected VMs with their storage policies to local public clouds without disruption to VM specific SLAs. | | |
| 6.4.1.6.11 | The proposed on-premises solution should be able to back up to a public cloud such as AWS and fully execute the workloads from the public cloud either permanently or until on-premises operations are restored (DRaaS). | | |
| 6.4.1.6.12 | Should support traditional storage solutions, VMware vVols, and HCI management within the same management tool | | |
| 6.4.1.6.13 | Hyper-converged solution must have single upgrade management console to simplify upgrade of: <ol style="list-style-type: none"> 1. Hyper-converged software 2. Hypervisor 3. Provide ability to roll-back upgrades | | |
| 6.4.1.7 | Data Replication and Disaster Recovery | | |
| 6.4.1.7.1 | Proposed solution should provide the capability to implement individual VM level data replication to a Secondary/Disaster Recovery Site. | | |
| 6.4.1.7.2 | Proposed solution should be able to automate the recovery of the individual VMs (this is a future requirement, but solution should support) | | |
| 6.4.1.7.3 | Should support failback operation by replication only the changed data blocks back to the Primary/Production Site (this is a future requirement, but solution should support) | | |
| 6.4.1.8 | System Security and Remote Management | | |
| 6.4.1.8.1 | For firmware security, Hyper-Converged system must support remote management chip creating a fingerprint in the silicon, preventing system from booting up unless the firmware matches the fingerprint. This feature must be immutable. | | |
| 6.4.1.8.2 | Must maintain repository for firmware and driver recipes in the flash drive associated to management port. This is to aid rollback or patching of compromised firmware. Must also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware | | |
| 6.4.1.8.3 | Hyper-Converged System remote management must support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It must be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It must support server power capping and historical reporting and must have support for multifactor authentication. | | |
| 6.4.1.8.4 | Hyper-Converged system must support agentless management using the out-of-band remote management port | | |
| 6.4.1.8.5 | Applications to access the server remotely using popular handheld devices based on Android or Apple IOS must be available. | | |
| 6.4.1.8.6 | Hyper-Converged system must support embedded remote support capability using out of the band port. This capability must include 24x7 remote monitoring, auto-generated service events, support cases and anywhere, anytime monitoring with cloud-based IT dashboard. It must also support monitoring contract and warranty of Hyper-Converged system | | |

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| 6.4.2 | Enterprise Email Server HA Cluster | | |
| 6.4.2.1 | General Requirements | | |
| 6.4.2.1.1 | The proposed solution must be with 1000 mailboxes and should support up to 3000 mailboxes. | | |
| 6.4.2.1.2 | The proposed solution must be a On-premise deployment model which support Public, Private or Hybrid | | |
| 6.4.2.1.3 | The proposed solution must be a Commercial Off the Shelf Available Software (COTS). | | |
| 6.4.2.1.4 | Details of the Enterprise Messaging Server: Application Name, Version, date of release of proposed version, date of release of next version, application/product development path, etc. | | |
| 6.4.2.1.5 | The proposed solution must have been in the global market for the last 10+ years period continuously. Please indicate the product history. | | |
| 6.4.2.1.6 | Bidder must procure required SSL certificates for 5 years on behalf of the Sri Lanka Customs | | |
| 6.4.2.1.7 | Bidder should provide relevant operating systems and licences for 5 years with the solution. | | |
| 6.4.2.1.8 | Bidder must migrate existing email data to the proposed email solution. | | |
| 6.4.2.2 | Messaging Server | | |
| 6.4.2.2.1 | Should be able to support and enable users to connect using the desktop / thick mail clients like MS Outlook, Lotus Notes, Mozilla Thunder Bird, Evolution, Outlook Express using industry standard protocols like POP3/IMAP/HTTP/SMTP over normal and secure channels. | | |
| 6.4.2.2.2 | Application should be able to operate on diverse OS platforms. The solution proposed should have the capability to run on a wide range of OS platforms on the server side and on the client side. The solution should also support the latest containerization technology like Docker, Kubernetes and should be Cloud-Native. The solution should be able to run on Windows / Linux Servers without any limitations. Please provide a list of OS supported. | | |
| 6.4.2.2.3 | The solution proposed should have the capability of running on a wide range of hardware platforms. The capability of running server-side software on different hardware and Virtualization platforms. Ability to run Docker/Kubernetes should be possible for On-Premises deployments as well as Cloud-Native deployments. | | |
| 6.4.2.2.4 | Should support multiple domains on a single system. | | |
| 6.4.2.2.5 | Should explain how messages are stored and advantages of that approach w.r.t single mailbox restore without impacting / downtime for other users in online and offline mode. | | |
| 6.4.2.2.6 | Should support transaction logging database to increase reliability and faster recovery. | | |
| 6.4.2.2.7 | Should support recovery or restoration of single mailbox without impacting / downtime for other users in online and offline mode. | | |
| 6.4.2.2.8 | Should support storage of any file format and should allow users to upload and download content from the messaging system. | | |
| 6.4.2.2.9 | Should support full-text search including scheduled indexing for faster search capabilities from the messaging client. | | |
| 6.4.2.2.10 | Should support option of retaining mails even after deletion for a certain period of time. Should also support the option for restoration from a backup. | | |
| 6.4.2.2.11 | The messaging store should support Server and Client-side rules. | | |

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| 6.4.2.2.12 | Should be capable of scheduling message delivery by date and time both by user and administrator. | | |
| 6.4.2.2.13 | Should support unlimited number of user mailboxes per message store database. | | |
| 6.4.2.2.14 | Should support hosting multiple message store databases of unlimited size on the same physical server. | | |
| 6.4.2.2.15 | Should support features like Notice Board or Bulletin Board or forums along with a feature to store documents. Also, these stores should support access control with variety of permission set. | | |
| 6.4.2.2.16 | Should support online maintenance of mailboxes which can be scheduled. Should also support restoration of mailboxes to active messaging system | | |
| 6.4.2.2.17 | Should support incremental backups and point in time restore of transaction logs | | |
| 6.4.2.2.18 | Should support hosting messaging sub-systems by role (like protocol, message storage, directory database, message routing, etc.) on more than one physical server or on the same server using Logical Partitioning. Please explain if you can use the same server for multiple roles. | | |
| 6.4.2.2.19 | Should support high availability clustering like active-passive, active-active. Explain the merits of each clustering approach with hardware and bandwidth requirements. | | |
| 6.4.2.2.20 | Should support clustering across operating systems. | | |
| 6.4.2.2.21 | Should be able to specify data which needs to be clustered. | | |
| 6.4.2.2.22 | Should be able to cluster servers with different hardware and software configurations. | | |
| 6.4.2.2.23 | Should support for minimum mailbox size of 100 GB per user | | |
| 6.4.2.2.24 | Should provide integration with Microsoft Active Directory and Microsoft Active Directory Federation Services (ADFS) or any other IAM system for single sign on and authentication | | |
| 6.4.2.2.25 | Should support the ability to have multiple mailboxes both active and inactive with additional licensing cost. One User can have multiple mailboxes. Licensing should be Authorized User based and not mailbox based. Also, the licensing should allow support for inactive mailboxes which may be required | | |
| 6.4.2.2.26 | Should support licensing in a way to allow support for inactive mailboxes. This will be required in the case of retired / inactive employees who will need their mailboxes to be accessed. Licensing should support this. Please indicate the licensing policy. | | |
| 6.4.2.3 | Message De-duping | | |
| 6.4.2.3.1 | Message De-duping: The System should not duplicate attachments sent in the messages addressed to multiple recipients in to each mailbox in the system. | | |
| 6.4.2.3.2 | Solution should support de-duping to store older attachment objects that haven't been accessed within a specified number of days. This feature allows you to reduce the amount of data stored on mail servers that use de-duping. It can also improve the performance of any incremental file backups done for mail messaging platform. | | |
| 6.4.2.4 | Mail Messaging System Recovery | | |
| 6.4.2.4.1 | It should facilitate auto and manual recovery of the corrupt mailboxes to the active messaging system with the need of a recovery server. | | |
| 6.4.2.4.2 | The system should provide an easy way for recovery of individual or group of mailboxes to the active system. | | |
| 6.4.2.5 | Desktop/Thick Mail Client | | |
| 6.4.2.5.1 | Name of the Thick Mail Client application provided along with the Messaging Server. Also, provide version and release details of the application. Thick client should be provided by the OEM along with the Messaging Server at no additional cost. | | |

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| 6.4.2.5.2 | Specify other thick clients are supported by the messaging server | | |
| 6.4.2.5.3 | protocols should also work over secure communication channels. | | |
| 6.4.2.5.4 | Data sent over the network can be compressed for more efficient network utilization. | | |
| 6.4.2.5.5 | Allow multiple people to share a single PC. The thick mail client software should have features for creating multiple-user profiles on a single PC with separate message stores, allowing users to access their personal data securely while sharing common resources. | | |
| 6.4.2.5.6 | Roaming user - allow users to have their personal information, welcome page, bookmarks, address book, preferences, journal, user dictionary – anywhere they are working. | | |
| 6.4.2.5.7 | Should support multiple archive policies and destinations. Save valuable contents and retrieve them whenever they are needed. | | |
| 6.4.2.5.8 | Group Calendaring - Allow users to manage another user’s calendar. Can compose and accept/decline meeting invitations. Auto Accept/Decline of invitations. | | |
| 6.4.2.5.9 | Should support Task Assignment. | | |
| 6.4.2.5.10 | Should provide for support for Journal Entries. | | |
| 6.4.2.5.11 | Should support for Mail Box Delegation. | | |
| 6.4.2.6 | Mobile Client | | |
| 6.4.2.6.1 | The Email/Calendar/Contact services should be accessible using 3G/4G/5G enabled mobile devices for limited set of users. | | |
| 6.4.2.6.2 | List of the devices supporting the mobile client (if any). | | |
| 6.4.2.6.3 | The Mobile Access should have support for accessing mails from iOS / Android Mobile Enabled Devices. | | |
| 6.4.2.6.4 | The Mobile component of the messaging solution should support the functionality to remotely wipe all data from devices. | | |
| 6.4.2.6.5 | The Mobile Component should have features which can control features without the use of additional software like limit number of devices, control camera, limit copy and paste, encrypt local storage and also whitelist software for attachments etc. Please provide a list of supported functionalities | | |
| 6.4.2.7 | Web Interface | | |
| 6.4.2.7.1 | All Web mail functionality should be accessible through all major browsers like: Chrome, Mozilla Firefox, Edge. Provide a list of supported browsers. | | |
| 6.4.2.7.2 | The Web interface automatically updates to display messages and other updates (without refreshing the browser or user’s intervention). | | |
| 6.4.2.7.3 | Ability to delegate access to mail files and allow users to decide level of access needs to be provided. | | |
| 6.4.2.7.4 | Ability to view attachments | | |
| 6.4.2.7.5 | User should be able to customize the look and feel of the webmail interface. | | |
| 6.4.2.7.6 | User should be able to select the priority of the follow-up (low, normal, urgent), indicated by a flag in the inbox. Additionally, user should be capable of setting an alarm as a reminder of a follow-up action, like marking an e-mail for follow-up on the day prior to an important meeting or deadline. Reminder alarms are generated automatically, helping to increase operational efficiency across the organization. | | |
| 6.4.2.7.7 | Should allow the user to delegate the scheduling and response to meeting invitations to another user, especially helpful for administrative assistants and busy executives. | | |
| 6.4.2.7.8 | The offline Web Mail feature should also allow for Mails to be composed and sent when disconnected from the network and when connectivity resumes the message should be automatically sent to the server without user intervention. | | |
| 6.4.2.8 | PKI Services | | |

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| 6.4.2.8.1 | The Messaging Solution should provide for PKI services (issuing certificates to users, authenticating certificates) using a local certificate authority. | | |
| 6.4.2.8.2 | PKI Services should provide infrastructure to enable Secure Messaging (S/MIME) capability and integration with the messaging system. | | |
| 6.4.2.8.3 | The Certificate Authority must be able to be signed by a CA compliant to open standards such as x.509v3. | | |
| 6.4.2.8.4 | Support for 2 key pairs to individually support digital signing and encryption. | | |
| 6.4.2.8.5 | Key pair generation, Certificate request and Retrieval of certificates must be done automatically with minimal user intervention. | | |
| 6.4.2.8.6 | The PKI system should be available to all clients – Desktop, Laptop, Web based and Mobile clients | | |
| 6.4.2.9 | Administrative Features for Mail Messaging System | | |
| 6.4.2.9.1 | The system administrator should be able to start, stop, restart software components without the shutdown of underlying hardware component. | | |
| 6.4.2.9.2 | System administrator should be able to delegate administration on the basis of users. | | |
| 6.4.2.10 | Monitoring | | |
| 6.4.2.10.1 | Self-monitoring capabilities to monitor essential services and resources. Service monitoring agents integrated with service control programs to prevent accidental restarts. Monitor the messaging queues for stuck/jammed queues. | | |
| 6.4.2.10.2 | Self-healing capabilities to clean unwanted files, start suspended services, etc. | | |
| 6.4.2.10.3 | Ability to monitor services on remote servers allowing cross site monitoring within the network. | | |
| 6.4.2.10.4 | Enterprise Console - In a distributed server setup (enterprise setup), it may be required to remotely monitor the servers from a single point. Capability to view the consoles of selected other servers on the master console. The activity event log on the master should contain the consolidated event statements of the selected slave servers and the master server. | | |
| 6.4.2.10.5 | The Mail Messaging Solution should have support for following authentication mechanisms: •Smart Cards, Biometrics, USB, Tokens •Certificate based Authentication | | |
| 6.4.2.10.6 | The Mail Messaging Solution should have support for Public Key Infrastructure- signing and verification using digital certificates. | | |
| 6.4.2.10.7 | Should support encryption for all messaging components including local store of data. Local Store encryption shall be customizable for various levels of encryption required. Provide details | | |
| 6.4.2.10.8 | Should provide inbuilt support for digital signature | | |
| 6.4.2.10.9 | Solution should offer Hierarchy based delegated administration. It should also support definition of explicit / implicit policy kind of a structure for delegated administration. | | |
| 6.4.2.10.10 | users should not have rights on servers. | | |
| 6.4.2.11 | High Availability | | |
| 6.4.2.11.1 | The Proposed Cluster Solution Should have single console-based GUI management. | | |
| 6.4.2.11.1 | The Proposed Cluster Solution Should have option to integrate load balancing of the workload in the cluster. | | |
| 6.4.2.11.1 | It should be possible to form a Cluster across different classes of servers irrespective of the hardware vendor | | |
| 6.4.2.11.1 | The Proposed Cluster Solution Should provide flexibility for adding or removing servers in the cluster as needed without bringing the cluster or applications offline | | |

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| 6.4.2.11.1 | The Proposed Clustering Solution has to be based on application level clustering without the need for specialized software | | |
| 6.4.2.11.1 | The Proposed Cluster Solution should have Extensive scalability. Cluster nodes could be added and removed as business needs change. | | |
| 6.4.2.11.1 | The proposed cluster solution should have the capability of replicating data across operating systems without the need of expensive data replication software. | | |
| 6.4.2.12 | Workflow and Collaboration | | |
| 6.4.2.12.1 | Proposed solution should provide a low-code no-code capability that makes it easy to develop powerful, secure, and enterprise-grade workflow-based applications. It should have support for “citizen” developers to build straightforward workflow apps with ready-made components. | | |
| 6.4.2.12.2 | Proposed solution should allow creation of low-code no-code applications from a blank canvas, spreadsheet with support for drag and drop interface and easy design capability. It should allow creation of an application from a spreadsheet in minutes | | |
| 6.4.2.12.3 | Proposed solution should have GUI based capability to add workflow stages and notifications to your apps so that you can automate processes in a very easy manner. | | |
| 6.4.2.12.4 | Proposed solution should support the ability to set role-based access to your workflow stages with dynamic role assignments. | | |
| 6.4.2.12.5 | Proposed solution should be able to view and analyse data collected. Responses can be made available in summary charts, or as a list of individual forms | | |
| 6.4.2.12.6 | Proposed solution should provide support for an On-Premises functionality for Workflow applications along with a Browser based Designer which should full functionality thru the browser. | | |
| 6.4.2.12.7 | Proposed solution should provide support for Workflow applications with a capability to integrate apps with existing backend systems (not limited to for example ERP, Databases etc.) to prepopulate form values; look-up data and add services without needing to know anything about the backend. | | |
| 6.4.2.12.8 | Proposed solution should have Workflow application functionality where the apps created using the platform should be able to run on all the supported browsers and should also be mobile browser friendly without needing any additional software. | | |

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| 6.4.3 | Secure Email Gateway | | |
| 6.4.3.1 | Solution should be listed in 2023 Forrester Wave report under Enterprise Email Security category. | | |
| 6.4.3.2 | Model - to be mentioned by the bidder. | | |
| 6.4.3.3 | Country of Origin - to be mentioned by the bidder. | | |
| 6.4.3.4 | Solution should be an appliance. | | |
| 6.4.3.5 | Should support up to 3000 email box protection. | | |
| 6.4.3.6 | Solution should support Advance email security (prevent from zero-day attacks, ransomware) | | |
| 6.4.3.7 | Solution should not charge per user license fees. | | |
| 6.4.3.8 | Solution should support redundant disk array (RAID) for message logs and quarantine storage. | | |
| 6.4.3.9 | Solution must offer a layered approach to scanning email, using both connection management and mail scanning techniques to filter email. | | |
| 6.4.3.10 | Solution should be able to block attachments by file type and file extension | | |
| 6.4.3.11 | Solution should have the capability to force a SMTP over TLS connection when sending email to or receiving email from a specific domain. | | |
| 6.4.3.12 | Solution should have the ability to utilize a database of IP address and domain pairs to help block spam and allow good email through, similar to Registered Email Sender List (RESL). | | |
| 6.4.3.13 | Solution should be able to block bounce messages/NDR from forged return addresses that did not originate from your network. | | |
| 6.4.3.14 | Should support 96 hours mail pool option. | | |
| 6.4.3.15 | Solution should have the ability for administrators to block emails via header/subject/body using regular expressions and exact word matches. | | |
| 6.4.3.16 | Solution should be able to store quarantine email on the appliance itself and also have the capability to send quarantined email off-box to an administrator email address for management. | | |
| 6.4.3.17 | Should support email body include URL pattern scanning function. | | |
| 6.4.3.18 | Solution should be able to provide email continuity through spooling in the cloud and delivery to an alternative email server if needed. | | |
| 6.4.3.19 | Solution should be able to perform a reverse DNS lookup on the sender IP address, determine the Top-Level Domain (TLD) and block emails originating from IP addresses assigned to providers in common spamming countries | | |
| 6.4.3.20 | Solution should have the ability to enforce email policy based on character set of message parts. | | |
| 6.4.3.21 | Solution should be enabled administrators to create custom rules based on results of reverse DNS lookup of sender IP address | | |
| 6.4.3.22 | User must have facility to change email scoring by himself and should not depend on administrator to make these email score changes. | | |
| 6.4.3.23 | Solution must offer real-time protection that will block new spam and viruses in real-time without waiting for new definitions to be downloaded to the appliance. | | |
| 6.4.3.24 | Solution should be able to enforce email policy by checking the nameserver of a domain referenced in an embedded URI and validating against a list of nameservers known to be used exclusively by spammers. | | |
| 6.4.3.25 | Solution must be able to prevent spammers from sending large amounts of email to the appliance over a short time period from any single IP address. | | |
| 6.4.3.26 | Solution should support delegate domain admin feature. | | |
| 6.4.3.27 | Solution should support help desk role. | | |

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| 6.4.3.28 | Solution should be able to use SNMP for monitoring and alerts and utilize an API for making configuration changes without having to log into the appliance. | | |
| 6.4.3.29 | Solution should enable users to whitelist senders and mark messages as spam and not spam directly from Microsoft Outlook | | |
| 6.4.3.30 | Solution should retrieve email from Remote email server using IMAP/POP Accounts and should be able to forward it to local machine's delivery system | | |
| 6.4.3.31 | Solution should be able to do outbound email encryption through policy on the unit or user specified with a Microsoft Outlook add-in. | | |
| 6.4.3.32 | Email appliance must have option for cloud management without any extra cost | | |
| 6.4.3.33 | Solution should be able prevent leakage of sensitive data by detecting sensitive data in outbound emails and either blocking or encrypting it. | | |
| 6.4.3.34 | Email security must have Queue Management and should have filter criteria based on source IP, Message ID, Time, subject, from address, to address, size and message state | | |
| 6.4.3.35 | Solution should support Clustering & Remote Clustering | | |
| 6.4.3.36 | Solution must have the capabilities of Advanced Optical Character Recognition (OCR) to determine if an attached image is spam. | | |
| 6.4.3.37 | Solution must have feature like Bayesian Analysis to improve the spam identification process. | | |
| 6.4.3.38 | User must have facility to change quarantine notification by himself and should not depend on administrator to make these quarantine notification changes. | | |
| 6.4.3.39 | Solution must have Secondary Authorization option to enable the message content privacy. | | |
| 6.4.3.40 | Email security appliance must have task manager function in device itself to find out running and error tasks. | | |
| 6.4.3.41 | Solution must have option to create Governance, Risk Management and Compliance (GRC) Account. | | |
| 6.4.3.42 | Solution should have at least attachment filter by File Type, MIME type and Filename. | | |
| 6.4.3.43 | Email appliance must support network connectivity test like ping, telnet, Dig/NS-lookup, TCP dump & Traceroute from the appliance itself and should not be dependent on any other tool to run these network connectivity test. | | |

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| 6.4.4 | Enterprise Backup Appliance | | |
| 6.4.4.1 | Solution should be listed as a Leader in the Gartner or Forrester Wave in 2022 or 2023 | | |
| 6.4.4.2 | Model - to be mentioned by the bidder. | | |
| 6.4.4.3 | Country of Origin - to be mentioned by the bidder. | | |
| 6.4.4.4 | Solution should be an appliance. | | |
| 6.4.4.5 | The data protection solution must be proposed along with integrated Disk-Based Appliance with minimum 75TB usable capacity and should be scalable up to 400TB+ Usable capacity. | | |
| 6.4.4.6 | Proposed backup solution must provide a "turnkey" fully integrated backup solution (Backup Appliance and Backup Software) from a single OEM for better supportability, performance and to avoid multi-vendor approach which results into daily management and operational challenges. | | |
| 6.4.4.7 | The proposed appliance hardware & software (Operating System and backup software) upgrade and patches must be from single Box OEM to avoid multi-OEM management challenges. | | |
| 6.4.4.8 | Solution must have one Backup appliance at PR and one Backup appliance at DR | | |
| 6.4.4.9 | The data protection solution must have complete functional parity between software and appliance deployments | | |
| 6.4.4.10 | The proposed appliance must have minimum 12 core CPU processor with compatible Intel Chipset | | |
| 6.4.4.11 | The proposed appliance must have minimum 128 GB RAM | | |
| 6.4.4.12 | The proposed appliance must have minimum 4 x 1 Gigabit Ethernet ports. | | |
| 6.4.4.13 | The proposed appliance must have minimum 4 x 10/25 GbE/ SFP+ | | |
| 6.4.4.14 | The proposed appliance must have minimum 4 x 16GB FC | | |
| 6.4.4.15 | The proposed appliance should have Operating System disk in mirroring and data disk on RAID 6 with Hot spare, to ensure data should not loss at any condition. | | |
| 6.4.4.16 | The data protection solution must support the ability to restore to multiple parallel locations to enhance business recovery operations and operational flexibility | | |
| 6.4.4.17 | The data protection solution must not require upgrade of solution for supporting additional Big Data/No SQL workload support | | |
| 6.4.4.18 | The proposed solution should be capable of supporting backup/ restores from various platforms including Windows, Linux, AIX and Solaris. | | |
| 6.4.4.19 | Backup Management Server/ Master server should be capable of running on Linux. | | |
| 6.4.4.20 | The backup software licenses should be Subscription in nature and 25TB front end data capacity-based licensing. | | |
| 6.4.4.21 | The Software licensing should be independent of hardware | | |
| 6.4.4.22 | Proposed software should have all-inclusive licensing model – one license, all features | | |
| 6.4.4.23 | The system shall enable software upgrades without new licensing needing to be issued. | | |
| 6.4.4.24 | Administrator dashboard must display a graphical visualization of the environment. The dashboard must have the features for administration, configuration, monitoring, and reporting of all tasks. | | |
| 6.4.4.25 | The data protection solution must support VMware, Microsoft Hyper-V, Nutanix, RedHat Virtualization and OpenStack virtualization for Virtual Machines support | | |

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| 6.4.4.26 | The data protection solution should support backup VMware and Hyper-V environment without using any proxy servers | | |
| 6.4.4.27 | The data protection solution must support container workloads for backup of data used by containers | | |
| 6.4.4.28 | The data protection solution must not depend on any third-party user interface and/or product, bundled or not, for granular recovery | | |
| 6.4.4.29 | The data protection solution must not depend on any third-party tool/product, bundled or/not, for Bare metal recovery (BMR) and must support multiple operating systems, beyond windows | | |
| 6.4.4.30 | The data protection solution must provide Docker certified client container workload support | | |
| 6.4.4.31 | The data protection solution must have support for P2V, V2P, P2P target recovery environments | | |
| 6.4.4.32 | The data protection solution must be a vSAN certified | | |
| 6.4.4.33 | The data protection solution must support IPV6 | | |
| 6.4.4.34 | The data protection solution must provide integrated tape support without using 3rd party vendors to tape out and provide Fiber channel tape out support | | |
| 6.4.4.35 | The solution must support Agentless file recovery from VM images. | | |
| 6.4.4.36 | Ability to test backups and verify backups can be recovered without restoring to production via launching the OS and doing a Ping test from the backup hardware in order to ensure everything was backed up correctly. | | |
| 6.4.4.37 | Should allow for a failed backup or recovery job to be resumed from the point of failure rather than restarting the job all over again. | | |
| 6.4.4.38 | The data protection solution must support Active/Active high availability in appliance form factor without manual intervention | | |
| 6.4.4.39 | The data protection solution must support multiple vendor array subsystems for snapshot integration. | | |
| 6.4.4.40 | The data protection solution must not require additional licenses and/or fees to enable the use of cloud tiering or replication | | |
| 6.4.4.41 | The data protection solution should be provided with integrated DR orchestration tool which can automate the recovery of Virtual Machines between DC and DR site if required. | | |
| 6.4.4.42 | The data protection solution should support for ever incremental backup & there should not be a need to do a full back up again | | |
| 6.4.4.43 | The data protection solution should support multiple service level based on data type and should have ability to prioritize backup/restore based on the data classification | | |
| 6.4.4.44 | The data protection solution must be able to set job priority for replication of data for DR purposes | | |
| 6.4.4.45 | Should have support for Development kits / API/ Rest API for customization of scripts and integration with EMS and the cloud infrastructure stack | | |
| 6.4.4.46 | Full-fledged Media Library Management, including complete and automated offsite tape management, creation of pickup and drop lists, tracking of tapes etc. | | |
| 6.4.4.47 | Should leverage provisioning of Business Copy/Cloning/Snapshots hot/Vaulting/Synthesize Backups etc. by various storage vendors for zero downtime backup | | |
| 6.4.4.48 | Should support integration with leading cloud infrastructure platforms – like Open Stack or Cloud stack | | |
| 6.4.4.49 | The proposed backup solution must include Agent/Modules for online backup of files, applications, and databases such as MS SQL, Oracle, DB2, Sybase, MySQL, Exchange, SharePoint and distributed databases/file systems like NoSQL, MongoDB, Bigdata and Hadoop | | |
| 6.4.4.50 | The proposed solution must support "Always On" Configurations to provide a single-entry point to perform backup and restore in MS-SQL | | |

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| 6.4.4.51 | Solution must support instant access for SQL database. | | |
| 6.4.4.52 | Should have application awareness for software like Oracle, MS SQL | | |
| 6.4.4.53 | The Proposed backup solution should support Backup of Oracle DBs utilizing the native scripts ensuring backups are consistent and have the ability to be restored Point in Time. | | |
| 6.4.4.54 | The Proposed Backup Solution, using AI Based Anomaly Detection should be able to Flag any anomalous behaviour in the backup environment. The system should enable the Administrator to take actions on the Flagged Anomalies | | |
| 6.4.4.55 | Solution should support Malware scanning on isolated backup copies, | | |
| 6.4.4.56 | Solution should support automatic pause and resume of backups when malware detected. | | |
| 6.4.4.57 | Solution should support Cloud and on-premises object storage protection with deduplication, immutability, and anomaly detection | | |
| 6.4.4.58 | The Proposed Backup Solution should be able to run Malware Scans on the Backup Images as well as Workloads (if required). Based on the result of the Malware Scans, the Administrators should be able to correct action on the backup images if they are found to be infected with malware | | |
| 6.4.4.59 | The Proposed Backup Solution should support MFA to authenticate Users while logging into the Backup System. | | |
| 6.4.4.60 | Proposed software must have ransomware resiliency built-in to protect backed up data from ransomware attack. | | |
| 6.4.4.61 | Solution should support Malware scanning on isolated backup copies. | | |
| 6.4.4.62 | Solution should support Cloud and on-premises object storage protection with de-duplication, immutability, and anomaly detection | | |
| 6.4.4.63 | The data protection solution must have role-based access control for users to perform specific actions. | | |
| 6.4.4.64 | The data protection solution must be able to integrate with active directory for assigning permissions for administration. | | |
| 6.4.4.65 | The data protection solution must maintain an audit trail to track the operations of the users and the changes that they have made. | | |
| 6.4.4.66 | The data protection solution must support a minimum of 10000 virtual machines in a single logical deployment/domain (i.e.: without subdividing the environment into separately managed multiple backup servers/apps/consoles) | | |
| 6.4.4.67 | The data protection solution must support at least 50 VMs for simultaneous instance access and recovery | | |
| 6.4.4.68 | The data protection solution must support intelligent, fixed and variable deduplication technology | | |
| 6.4.4.69 | Backup Software must provide Source (Client & Media Server) & Target base data Deduplication capabilities. It should provide Global deduplication across backup jobs and different workloads. | | |
| 6.4.4.70 | The data protection solution must offer at least 50:1 deduplication ratio without the use of 3rd party arrays/tools | | |
| 6.4.4.71 | Deduplication of VM backups in the data protection solution must not be limited to VMs in a single job. | | |
| 6.4.4.72 | Comprehensive reporting of media, backup server, jobs, analytics should be offered in the supplied solution | | |

6.5 Delivery & Implementation Schedule

| 1 | 2 | 3 | 4 | 5 | 6 |
|-----|---|----------------------------------|--|------------------------------------|------------------------------------|
| No. | Description of Goods | Quantity and Unit | Final (Project Site) Destination as specified in BDS | Delivery Date | Completion Date |
| 1 | Project Plan | Item | N/A | 1 week from Date of Commencement | N/A |
| 2 | High-end Servers/Nodes and related components | 04 | PR Site: Sri Lanka Customs HQ, 40, Main Street, Colombo 11. DR Site: 80, Jawatta Rd, Colombo 05. | 08 weeks from Date of Commencement | 12 weeks from Date of Commencement |
| 3 | Secure Email Gateway Appliance | 01 | | | |
| 4 | Enterprise Backup Appliance | 02 | | | |
| 5 | Software-defined Storage Licenses | To meet the requirement in 6.4.1 | | | |
| 6 | VMware vSphere Enterprise Plus Licenses | 6 Processors | | | |
| 7 | VMware vSphere Standard Licenses | 2 Processors | | | |
| 8 | VMware vCenter Standard Edition License | 01 | | | |
| 9 | VMware vCenter Foundation Edition License | 01 | | | |
| 10 | Email Licenses | 1000 Email Accounts | | | |

6.6 Testing and Acceptance

| Index | Required Acceptance Level |
|--------------|--|
| 6.6.1 | Enterprise Data Center Solution (Including High-end Servers, HCI Software and Virtualization) |
| 6.6.1.1 | The high-end servers have been installed and configured as per specifications. |
| 6.6.1.2 | Server hardware components, including CPU, memory, storage, and network, have been verified to function optimally. |
| 6.6.1.3 | Successful Installation of Vmware vSphere, Software Defined Storage software and HCI management software installation, including vCenter |
| 6.6.1.4 | Hyper-Converged Infrastructure (HCI) is operational, with all components integrated seamlessly. |
| 6.6.1.5 | Virtual machines (VMs) have been provisioned effectively |
| 6.6.1.6 | Complete the VM migration and test for expected operational levels |
| 6.6.1.7 | VM performance, resource allocation, and mobility (vMotion) have been tested and meet requirements. |
| 6.6.1.8 | Backup and recovery of VMs have been validated |
| 6.6.1.9 | All implemented components are functioning as intended |
| 6.6.1.10 | Performance metrics meet or exceed predefined requirements |
| 6.6.1.11 | The solution demonstrates reliability and scalability |
| 6.6.1.12 | System documentation is complete and up-to-date |
| 6.6.2 | Enterprise Email Server HA Cluster |
| 6.6.2.1 | Email Server HA cluster solution, integrated with advanced email features, has been installed and configured as specified. |
| 6.6.2.2 | Cluster nodes are operational and communicate seamlessly. |
| 6.6.2.3 | Failover and failback procedures, including for advanced email features, have been tested and successfully ensure uninterrupted email services during node failures and recoveries |
| 6.6.2.4 | Email Server HA cluster demonstrates scalability by accommodating increasing email workloads and collaboration demands. |
| 6.6.2.5 | Security measures, including advanced email security and access controls, are effectively configured. |
| 6.6.2.6 | Email data, user accounts, and configurations have been successfully migrated to the new solution smoothly and without significant service disruptions. |
| 6.6.2.7 | Advanced email features such as email archiving, encryption, and search functionalities are fully operational and enhance email management. |
| 6.6.2.8 | Web-based email access through a browser provides a responsive and user-friendly interface |
| 6.6.2.9 | Desktop email client offers seamless integration with email and collaboration features. |
| 6.6.2.10 | Mobile app provides access to email and collaboration tools on the go, with an intuitive user experience. |
| 6.6.2.11 | Security vulnerabilities, including those related to advanced email security, are addressed or mitigated. |
| 6.6.2.12 | System documentation is complete and up-to-date |
| 6.6.3 | Secure Email Gateway |
| 6.6.3.1 | Secure Email Gateway Appliance has been installed and configured as specified. |
| 6.6.3.2 | Hardware components, including CPU, memory, storage, and network, have been verified to function optimally. |
| 6.6.3.3 | Secure Email Gateway Appliance has been successfully integrated with Email Server HA Cluster. |
| 6.6.3.4 | Security policies and filtering rules have been defined and are operational. |
| 6.6.3.5 | The appliance effectively intercepts and scans incoming and outgoing emails for threats. |
| 6.6.3.6 | The Secure Email Gateway Solution successfully detects and blocks a wide range of email-borne threats, including malware, phishing attempts, and spam. |

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|----------|---|
| 6.6.3.7 | The solution provides comprehensive reporting and alerting capabilities. |
| 6.6.3.8 | Administrators can monitor email security incidents and trends effectively |
| 6.6.3.9 | The Secure Email Gateway Appliance demonstrates scalability by accommodating the email traffic volume. |
| 6.6.3.10 | The threat databases used by the solution are up-to-date, including information on known threats and vulnerabilities. |
| 6.6.3.11 | The solution is configured to automatically update threat databases to stay current with emerging threats. |
| 6.6.4 | Enterprise Backup Appliance |
| 6.6.4.1 | Enterprise Backup Appliance has been installed and configured as specified. |
| 6.6.4.2 | Hardware components, including CPU, memory, storage, and network, have been verified to function optimally. |
| 6.6.4.3 | Backup policies, schedules, and retention settings have been defined and are operational. |
| 6.6.4.4 | PR Backup Appliance and DR Backup Appliance are successfully synced. |
| 6.6.4.5 | Data backup and replication processes are functioning as intended. |
| 6.6.4.6 | Data backup operations have been tested for various data types and sizes. |
| 6.6.4.7 | Data restoration processes, including full and incremental restores, have been validated. |
| 6.6.4.8 | Security measures, including encryption and access controls, have been effectively configured. |

FOR REFERENCE ONLY

6.7 Warranty and Maintenance Support

| Index | Required Specification |
|--------|---|
| 6.7.1 | Bidder should provide five (05) year comprehensive Warranty (24 X 7) support and maintenance for the entire solution. OEM letter for the warranty confirmation should be provided for each component. |
| 6.7.2 | The warranty should cover: <ol style="list-style-type: none"> 1. Hardware 2. Software 3. Technical Support and Services |
| 6.7.3 | Each component should be proposed with OEM support for 5 Years. Bidder shall provide the warranty certificates from the OEM at the beginning of the warranty period. |
| 6.7.4 | Requested VMware Licenses should be proposed with 24x7 direct VMware support and not through respective hardware vendors. |
| 6.7.5 | Local Technical Support for 5 years should be provided for all the components. |
| 6.7.6 | Bidder should have 24*7 call center and support services |
| 6.7.7 | There should NOT be minimum or maximum limit for faulty replacements |
| 6.7.8 | Defective hardware replacement should be provided with no cost to Sri Lanka Customs. |
| 6.7.9 | Warranty for HDD/SSDs should NOT be subjected to maximum usage limitations. |
| 6.7.10 | Should be retrain the defective HDD/SSD free of charge, if any replacement defective HDD/SSD will not return to the vendor for The Critical Data protection purpose. (Proof letter from OEM should be attached along with the bid.) |

6.8 Service Level Agreement (SLA)

Resolution of incidence as per below priority Levels:

- L1 Level Severity: An Incident which represents a total failure of the system (failure of the main Services), resulting in total loss of regular operations.
- L2 Level Severity: An Incident which results in a significant impact (a partial failure of the service) on the Organization and/or a serious loss of productivity or incurrence of significant cost to the Organization.
- L3 Level Severity: Major equipment/functionality of product execution is not possible, resulting in a critical impact on the business but reasonable work around is available.
- L4 Level Severity: An incident which has an impact to the organization but can be worked around. This could be a minor configuration or a single user issue with no immediate impact on service.

| # | Severity | Initial Response Time | Issue Resolution Time | Penalty Fee After Issue Resolution Time LKR |
|---|----------|-----------------------|-----------------------|---|
| 1 | Level 1 | 10 Mins | 30 Mins | 20,000 per hour |
| 2 | Level 2 | 30 Mins | 02 Hours | 10,000 per hour |
| 3 | Level 3 | 60 Mins | 06 Hours | 5,000 per hour |
| 4 | Level 4 | 240 Mins | 24 Hours | 3,000 per hour |