



**Ministry of Public Security & Parliamentary Affairs
Department of Immigration and Emigration
BIDDING DOCUMENT
Addendum**

Procurement of Supply, Delivery, Installation and Maintenance of Branded and Brand New

**I. 55 Desktop Computers
&
II. 12 Laptop Computers
for the Department of Immigration and Emigration**

BID NO: DIE/PRO/04/2026/17

Employer: Controller General
Department of Immigration and Emigration
5th Floor,
“Suhurupaya”,
Sri Subhuthipura Road,
Battaramulla. Sri Lanka.

22nd July 2026

Addendum01

Procurement of Supply, Delivery, Installation and Maintenance of Branded and Brand New

I. 55 Desktop Computers&

II. 12 Laptop Computers

for the Department of Immigration and Emigration

1.0 Background

Subsequent to the Bidding Document issued by **Department of Immigration and Emigration** for “Procurement of Supply, Delivery, Installation and Maintenance of Branded and Brand New I. 55 Desktop Computers & II. 12 Laptop Computers for the Department of Immigration and Emigration” dated “08th July 2026, a pre-bid meeting was conducted on 15th July 2026. Based on the clarifications and objections sought by the Bidders, it is felt necessary to provide additional information to the bidders to further clarify on certain areas of the Bidding Document.

All the bidders are required to perform careful assessment of the information provided in the Addendum.

No.	Page / Clause	Existing Content	To be amended
01	Section III Evaluation and Qualification Criteria Pg 23		Replace with Annexure IV
02	Section V Schedule of Requirements Pg 35	Delivery Period 12 Weeks	Delivery Period 14 Weeks
03	Technical Specifications for 55 Nos of Desktop Computers Pg 36-39		Replace with Annexure I
04	Specification of 12 Nos of Laptop Computers Pg 40-42		Replace with Annexure II
05	Post-Warranty Comprehensive Maintenance - SLA	NIL	Annexure III added

Chairman,
Ministry Procurement Committee,
Department of Immigration and Emigration,
05th Floor, “Suhurupaya:”
Subhuthipura Road,
Battaramulla.

Dear Sir,

Procurement of Supply, Delivery, Installation and Maintenance of Branded and Brand New

55Desktop Computers &II. 12 Laptop Computersfor the Department of Immigration and Emigration

BID NO: DIE/PRO/04/2026/17

We hereby certify that Three (03) Pages of Addendum & following Annexes,

- Technical Specifications for 55 Nos of Desktop Computers (Annexure I)
- Technical Specifications for 12 Nos of Laptop Computers (Annexure II)
- SLA 1 & SLA 2 (Annexure III)
- Evaluation and Qualification Criteria (Annexure IV), have been received by us and considered for pricing and bidding as a part of the original Procurement Document.

Yours Truly

Signature of the Bidder:.....

Company

Seal:.....Date:.....

“Bidders shall enclose this letter with the: Tender submission as a bid validity and completeness requirement.]

Technical Specifications for 55 Nos of Desktop Computers
 Bidder's compliance for the Technical Specification.
TECHNICAL, FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS
 To be completed by the bidder and submitted with the bidding documents.

	Purchaser's Requirements		Bidder's Response	
			Compliance*	Remarks
1	Brand	Branded	Yes / No	
2	Model	Branded	Yes / No	
3	Country of Origin & Country of Manufacture / Assembly	Branded	Yes / No	
4	Processor	Option 1: Intel® Core i7-14700 14th Generation or Later Option 2: AMD Ryzen™7 8700G processor or Later	Yes / No	
5	Base Frequency	Intel: 2.1GHz or Higher AMD: 4.0 GHz or Higher	Yes / No	
6	Cache	Intel: 30MB or Higher AMD: 24MB L2/L3 Cache or Higher	Yes / No	
7	Video Controller	Intel UHD Graphics 770/ Radeon™ Vega 11 Graphics or Better	Yes / No	

	Purchaser's Requirements		Bidder's Response	
			Compliance*	Remarks
8	Form Factor	Business Desktop	Yes / No	
9	Chassis	Mini ITX or Micro ATX Tower / MID Tower / Tower Casing	Yes / No	
10	Chipset	Intel: Intel Express H / Q Business 700 Series Chipset or Higher AMD: AMD Pro 600 Chipset or Higher Note: Bidder should clearly specify the chipset	Yes / No	
11	Motherboard	Should be the same quoted brand	Yes / No	
12	Memory	16 GB DDR5 4800MHz or Higher	Yes / No	
13	Maximum Memory	Upgradeable to Maximum of 64GB RAM	Yes / No	
14	Memory DIMM's	2 DIMM Slot	Yes / No	
15	Hard Disk Drive	512GB NVMe SSD	Yes / No	
16	Keyboard	Standard Keyboard with numeric pad to be as same brand in English	Yes / No	
17	Mouse	Two buttons with scroll wheel optical Mouse with Mouse Pad	Yes / No	

	Purchaser's Requirements		Bidder's Response	
			Compliance*	Remarks
18	Expansion Slots	Minimum 2 Expansion Slots including 1 No PCI x 16, (Specify)	Yes / No	
19	Network Interface	Gigabit Ethernet Network Interface Card (10/100/1000) Internal Wi-Fi Card - USB Dongle is not accepted	Yes / No	
20	I/O Ports	Minimum 8 USB Ports; from that at least 2 USB Ports should USB 3.2 Minimum one HDMI and one Display Port output. The bidder shall supply one suitable good-quality display cable compatible with the offered desktop and monitor.	Yes / No	
21	Power Supply	260W or Better Power Supply	Yes / No	
22	Operating System	Window 11 64-bit Pro, with OEM license The bidder shall provide an official OEM datasheet, configuration sheet or manufacturer authorization confirming the Windows 11 Pro OEM licence and the exact offered product number. The operating-system edition, activation status and firmware-embedded OEM key shall be subject to verification at delivery.	Yes / No	

23	Display	21.5-inch or larger widescreen LED-backlit monitor, minimum Full HD resolution of 1920 × 1080, anti-glare display, with HDMI and/or Display Port connectivity compatible with the offered desktop. The monitor shall be of the same brand as the desktop.	Yes / No	
24	Manufacturer Authorization Certificate	Manufacture Authorization Certificate should be provided. (Originals should be provided on request)	Yes / No	
25	Warranty and Post-Warranty Maintenance	The bidder shall provide a three (03)-year comprehensive, manufacturer-authorized onsite warranty covering all labour, parts and components, excluding consumable items. Upon expiry of the three-year warranty period, the successful bidder shall provide comprehensive post-warranty maintenance services for an additional period of two (02) years, covering the fourth and fifth years of equipment operation, in accordance with the Service Level Agreement specified in Annexure III. The bidder shall quote the post-warranty maintenance charges separately for Year 4 and Year 5. These charges shall be included in the life-cycle cost evaluation and shall become payable only during the applicable post-warranty service period, subject to satisfactory service performance and the payment terms specified in Annexure III.	Yes / No	

26	Warranty Support	8 x 5 on site at DI&E head office	Yes / No	
27	Warranty Information	Should be fix a sticker with -Supplier name -Contact Numbers -Date of Commissioning of Hardware -Warranty period On all computers	Yes / No	
28	Brochure	Supplier should provide brochure of make/model quoted as per above specification.	Yes / No	

Signature of the Bidder's authorized representative:
Company Stamp:

Date:

Name of the representative

Specification of 12 Nos of Laptop Computers
 Bidder's compliance for the Technical Specification.
TECHNICAL, FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS
 To be completed by the bidder and submitted with the bidding documents

S/N	Purchaser's Requirements		Bidder's Response	
			Compliance*	Remarks
1	Product category	Current business /enterprise-class laptop. Consumer, gaming, refurbished and remanufactured models shall not be accepted.	Yes / No	
2	Make and model	Specify	Yes / No	
3	Model status	Specify	Yes / No	
4	Country details	Specify		
5	Processor	Option I Intel Core Ultra 5 or higher Option II AMD Ryzen 5 PRO or higher	Yes / No	
6	Processor cores	Minimum 12 cores and 14 processing threads.	Yes / No	
7	Processor cache	Minimum 12 MB or Higher	Yes / No	
8	Processor frequency	Bidder shall state the processor's base and maximum turbo/boost frequencies as published by the processor manufacturer.		
9	Chipset	chipset shall be part of the OEM laptop configuration.	Yes / No	
10	Graphics	Integrated Intel or AMD graphics capable of supporting the internal FHD display and at least one external FHD display.	Yes / No	
11	RAM capacity	Minimum 16 GB DDR5	Yes / No	
12	RAM upgrade	Upgradeable to at least 32 GB.	Yes / No	
13	Storage	Minimum 512 GB M.2 PCIe NVMe SSD. Bidder shall state capacity, interface and upgradeability.	Yes / No	
14	Display size	Minimum 15.6 inches and maximum 16 inches.	Yes / No	

15	Display resolution	Minimum 1920 × 1080 resolution.	Yes / No	
16	Display technology	LED-backlit IPS, WVA or equivalent wide-view panel.	Yes / No	
17	Display surface	Anti-glare/non-glossy display.		
18	Display brightness	Minimum 250 nits	Yes / No	
19	Keyboard	Full-size spill-resistant English keyboard with function keys.	Yes / No	
20	Touchpad	Integrated multi-touch touchpad.	Yes / No	
21	Audio	Integrated speakers and microphone suitable for Teams, Zoom or equivalent conferencing.	Yes / No	
22	Wi-Fi	Integrated Wi-Fi 6, 802.11ax.	Yes / No	
23	Bluetooth	Integrated Bluetooth 5.3 or later.	Yes / No	
24	External wireless adapters	External USB Wi-Fi and Bluetooth dongles shall not be accepted.	Yes / No	
25	Ethernet	Integrated Gigabit RJ-45 Ethernet port, or OEM-branded USB-C to Gigabit Ethernet adapter supplied with each laptop.	Yes / No	
26	USB-A ports	Minimum two USB Type-A ports, with at least one supporting 5 Gbps or higher and 1 USB-C ports	Yes / No	
27	HDMI	Minimum one HDMI 1.4 or later port.	Yes / No	
28	Audio jack	One combined headphone/microphone audio jack.	Yes / No	
29	Battery life	Minimum 4 hrs.	Yes / No	
30	Battery capacity	Minimum 50 Wh rechargeable lithium-ion or lithium-polymer battery. Use Wh, not mAh, as the mandatory measure.	Yes / No	
31	TPM	TPM 2.0 shall be mandatory.	Yes / No	
32	Firmware security	UEFI firmware and Secure Boot capability shall be mandatory.	Yes / No	
33	Operating system	Windows 11 Pro 64-bit, factory installed and activated using a genuine OEM digital licence embedded in the device firmware. The bidder shall provide an official OEM datasheet, configuration sheet or	Yes / No	

		manufacturer authorization confirming the Windows 11 Pro OEM licence and the exact offered product number. The operating-system edition, activation status and firmware-embedded OEM key shall be subject to verification at delivery.		
34	Unacceptable licences	Trial, retail, refurbished or separately supplied product keys shall not be accepted.	Yes / No	
35	Drivers and updates	All OEM drivers shall be installed and the laptop shall support Microsoft and OEM firmware/security updates.	Yes / No	
36	Carrying bag	Good-quality padded business carrying bag suitable for the laptop. OEM or established third-party brand shall be accepted.	Yes / No	
37	Laptop weight	Bidder shall state laptop and adapter weight. Preferred laptop weight shall not exceed 2.0 kg.	Yes / No	
38	Uniform configuration	All laptops shall be identical in brand, model, product number, hardware configuration and revision.	Yes / No	
39	Manufacturing date	Supplied laptops shall be brand new and manufactured not more than 12 months before delivery.	Yes / No	
40	Brochure	Official manufacturer datasheet, brochure or verifiable model-specific documentation shall be submitted.	Yes / No	
41	Manufacturer authorization	Retain. Authorization shall cover supply, warranty, spare parts and technical support.	Yes / No	
42	warranty	Three-year comprehensive OEM-authorized onsite warranty covering laptop, display, motherboard, RAM, SSD, keyboard, adapter and supplied OEM accessories.	Yes / No	
43	Temporary replacement	Equivalent or higher temporary replacement laptop shall be provided where repair exceeds two business days.	Yes / No	

Signature of the Bidder's authorized representative:

Date:

Company Stamp:

Name of the representative

SLA 1: Post-Warranty Comprehensive Maintenance for Desktop Computers (Lot 1)

1. Parties and Contract Reference

Equipment Covered: 55 Nos. of Branded Desktop Computers (including same-brand Monitors, Keyboards, and Mice).

SLA Period: Two (02) Years (commencing immediately after the expiration of the 3-year initial comprehensive warranty).

2. Scope of Services

The successful bidder shall provide comprehensive preventive and preventive maintenance services for all desktop computers covered under this contract for a period of two (02) years.

The service shall include:

- Diagnosis and troubleshooting of hardware faults.
 - Repair or replacement of defective hardware components.
 - Preventive maintenance.
 - Operating system reinstallation and driver installation, where required.
 - Firmware and BIOS updates, where applicable.
 - Coordination with the Department's IT Division during maintenance activities.
- **Comprehensive Maintenance:** The Service Provider must provide full hardware maintenance, including the cost of all spare parts, labor, and onsite technical support, at no additional cost to the Department.
 - **Preventive Maintenance (PM):** Regular PM must be carried out at least once every quarter (4 times a year). PM includes internal cleaning, diagnostic testing, system optimization, and hardware integrity checks.
 - **On-Site Support:** Support must be provided on-site at the Department of Immigration & Emigration Head Office (Suhurupaya, Battaramulla) or designated offices.

3. Service Levels, Response & Resolution Times

The Service Provider must maintain the following performance targets:

Support Availability: 8hrs *5days helpdesk accessibility.

On-Site Response Time: Within **two (02) hours** of the initial fault notification.

Resolution Time: The successful bidder shall ensure that any reported fault is fully repaired and the system restored to normal operation within **06 hours** of the technician's arrival on-site.

4. Mandatory One-to-One Replacement

Failure to Resolve: If a hardware fault cannot be repaired within the **six (06) hour** resolution window, the Service Provider must immediately provide a temporary standby desktop computer of equal or higher technical specifications.

Permanent Replacement: If the desktop cannot be successfully repaired within **three (03) working days**, the Service Provider must provide a permanent replacement of the same brand or a superior equivalent model at no extra cost.

5. Spare Parts

All spare parts required for repairs shall be supplied by the contractor.

Replacement parts shall be new and genuine, or manufacturer-approved equivalent components.

Refurbished or used components shall not be used without prior written approval from the Department

6. Payment Terms

Post-warranty maintenance charges will be paid quarterly. at the beginning of each quarter upon the submission of a valid invoice and satisfactory service records from the previous term.

Signature of the Bidder's authorized representative:

Date:

Company Stamp:

Name of the representative

SLA 2: Post-Warranty Comprehensive Maintenance for Laptop Computers (Lot 2)

1. Parties and Contract Reference

Equipment Covered: 12 Nos. of Branded Laptop Computers (including OEM power adapters and batteries).

SLA Period: Two (02) Years (commencing immediately after the expiration of the 3-year initial comprehensive warranty).

2. Scope of Services

The successful bidder shall provide comprehensive preventive and preventive maintenance services for all desktop computers covered under this contract for a period of two (02) years.

The service shall include:

- Diagnosis and troubleshooting of hardware faults.
- Repair or replacement of defective hardware components.
- Preventive maintenance.
- Operating system reinstallation and driver installation, where required.
- Firmware and BIOS updates, where applicable.
- Coordination with the Department's IT Division during maintenance activities.

Comprehensive Maintenance: The Service Provider must provide full hardware maintenance, including the cost of all spare parts, batteries, power adapters, labor, and onsite technical support, at no additional cost to the Department.

Preventive Maintenance (PM): Regular PM must be carried out at least once every quarter (4 times a year) to monitor battery health, thermal performance, and physical integrity.

On-Site Support: Support must be provided on-site at **BIA**

3. Service Levels, Response & Resolution Times

The Service Provider must maintain the following performance targets:

- **Support Availability:** 24/7/365 helpdesk accessibility.
- **On-Site Response Time:** Within **four (04) hours** of the initial fault notification.
- **Resolution Time:** Laptops must be fully repaired and restored to functional order within **eight (08) hours** of the technician's arrival on-site.

4. Mandatory One-to-One Replacement

- **Failure to Resolve:** If a hardware or battery fault cannot be repaired within the **eight (08) hour** resolution window, the Service Provider must immediately provide a temporary standby laptop of equal or higher technical specifications (including power adapter and carrying case).

- **Permanent Replacement:** If the laptop cannot be repaired within **three (03) working days**, the Service Provider must provide a permanent, brand-new, one-to-one replacement laptop of the same brand or a superior equivalent model at no extra cost.

5. Spare Parts

- All spare parts required for repairs shall be supplied by the contractor.
- Replacement parts shall be **new and genuine**, or manufacturer-approved equivalent components.
- Refurbished or used components shall not be used without prior written approval from the Department

6. Payment Terms

- Post-warranty maintenance charges will be paid quarterly at the beginning of each quarter upon the submission of a valid invoice and satisfactory service records from the previous term.

Signature of the Bidder's authorized representative:

Date:

Company Stamp:

Name of the representative

Section III

Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders and BDS. It contains the criteria that the Purchaser uses to evaluate a bid and **determine whether a Bidder has the required qualifications.**

Bids shall be evaluated on a lot-wise basis. The Employer reserves the right to award one or more lots separately to the substantially responsive lowest evaluated bidder for each respective lot.

The life cycle cost shall be considered in the evaluation of the Bid Price. The initial cost and the net present value (NPV) of the post warranty maintenance cost shall be taken in to evaluation.

Bidders will be evaluated on the following criteria.

- a. **Legal validity** of the Bid and **eligibility and qualifications** of Bidder.
- b. Substantial responsiveness to the **technical specifications** and all other bidding conditions.
- c. Substantially responsiveness to the **mandatory items** in the specifications.

The adjustments to the bid price shall be determined using the following criteria,(for evaluation purpose only)

(a) Deviation in Delivery schedule

0.5% deduction from Contract Value Per Week of early delivery.

Post qualification Requirements (ITB 37)

After determining the lowest-evaluated bid in accordance with ITB Sub-Clause 36.1, the Purchaser shall carry out the post qualification of the Bidder in accordance with ITB Clause 37, using following requirements

(a) Financial Capability*(Documentary evidence with a summary should be submitted).*

For the LOT I

- i. The Bidder shall have an average annual turnover of at least LKR Sixty **(60)** Million or above for a period of last three (03) years (2022/23, 2023/24, 2024/25).
- ii. The Bidder shall possess a minimum of LKR Fifteen(15) Million net liquid assets (Current assets Inventory-Current Liabilities) and / or credit facilities for this project.

For the LOT II

- i. The Bidder shall have an average annual turnover of at least LKR Fourteen **(14)** Million or above for a period of last three (03) years (2022/23, 2023/24, 2024/25).

- ii. The Bidder shall possess a minimum of LKR Three Million Five Hundred thousand (3.5) Million net liquid assets (Current assets Inventory-Current Liabilities) and / or credit facilities for this project.

Where a Bidder is selected for both Lots, the financial qualification requirements shall be applied on a cumulative basis, and the Bidder shall meet the combined financial requirements specified for Lots I and II. If the Bidder fails to meet the cumulative financial qualification requirements, the Bidder shall be awarded only the Lot for which the Bidder is fully qualified, subject to meeting all applicable qualification and evaluation requirements.