

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

S/N	Bid Document Reference (Page / Clause)	Bid Document	Requeust	Clarifications & amended
1	Page 38 - Item 20 I/O Ports	Minimum 8 USB Ports; from that at least 2 USB Ports should USB 3.2 Minimum 1 HDMI Port -VGA Port - 1x Display Port	Most current desktop computer models are supplied without a VGA port, as modern displays and peripherals primarily use HDMI and DisplayPort (DP) interfaces. We kindly request that the requirement for a VGA port be removed from the specification to allow the supply of current-generation desktop models.	Please refer Addendum
2	Page 38 - Item 23 Display	22" or above Widescreen Colour LED Monitor Supporting resolutions WXGA or better. Should be as the same brand of the Desktop	The industry-standard monitor size is 21.5 inches. Requiring a display above 22 inches generally results in the next standard size of 23.8 inches, which increases procurement costs. We respectfully request that the specification be revised to 21.5 inches or above to accommodate standard market availability and encourage wider competition.	Please refer Addendum
3	Page 39 - Item 25 Warranty	Comprehensive on-site manufacture authorized warranty for 3 years (Labour & Parts) Excluding Consumes. And Comprehensive post warranty for 2 years	Including the cost of the 4th and 5th year support in the bid evaluation may lead to an unfair price comparison, as bidders may quote unrealistically low post-warranty support charges to obtain the lowest evaluated price and later discontinue or fail to provide the required service. We respectfully suggest evaluating bids based only on the standard 3-year comprehensive manufacturer-authorized onsite warranty. The Department may separately obtain quotations from the selected vendor for the 4th and 5th year service support after the warranty period. If the quoted service charges are not acceptable, the Department may procure those services through a separate competitive procurement process.	Remain Unchanged

4	Page 38 - Item 22 Operating System	Window 11 64-bit Pro, with OEM license	We kindly request clarification on the documentary evidence required to verify the OEM license. Please specify the manufacturer-issued documents or certificates that should be submitted along with the bid for compliance.	The bidder shall ensure that each desktop computer is supplied with a genuine Microsoft Windows 11 Pro 64-bit OEM license, pre-installed by the Original Equipment Manufacturer (OEM). As documentary evidence of compliance, the bidder shall submit one or more of the following: 1. A manufacturer's product brochure or official technical datasheet confirming that the offered model is supplied with Windows 11 Pro 64-bit OEM. 2. A letter or certificate from the manufacturer or its authorized distributor confirming that the offered desktop model is supplied with a genuine Microsoft Windows 11 Pro 64-bit OEM license. 3. A manufacturer's part number (SKU) or product code that can be verified through the manufacturer's official website or published documentation as including Windows 11 Pro 64-bit OEM. The successful bidder shall deliver all desktop computers with the genuine OEM operating system pre-installed and activated. The Department reserves the right to verify the authenticity of the OEM license at the time of delivery and acceptance
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5	Page 35 - Delivery Period	12 weeks	Due to the current global shortage of IT components and supply chain constraints, manufacturers are currently indicating estimated delivery lead times of approximately 14–16 weeks. As a well-established supplier in the Sri Lankan IT industry with regular manufacturer orders, we are consistently experiencing these lead times. Therefore, we kindly recommend extending the required delivery period to 14–16 weeks to align with the prevailing market conditions and ensure wider bidder participation.	14 weeks
6	Page 20 - ITB 19.1 - Bid Validity	91 days	Owing to the volatile global market conditions, most international manufacturers are issuing quotations with a maximum validity period of 14 days. As local suppliers, we are compelled to forecast future costs when submitting bids with extended validity periods, resulting in higher quoted prices to mitigate exchange rate and procurement risks. We respectfully recommend reducing the bid validity period to 60 days, which would enable bidders to submit more competitive and realistic pricing.	Remain Unchanged
7	Warrenty	5 Years Post-Warrenty Maintenance services	We respectfully recommend that the Procuring Entity consider the Total Cost of Ownership (TCO) during the evaluation process and execute the Post-Warranty Maintenance Agreement at the time of goods delivery. This approach will ensure long-term service commitment from the successful bidder, promote accountability, and discourage participation by vendors who may not have the technical capability or financial capacity to provide reliable long-term maintenance support.	Post warrenty period is 2 years

8	Page 36 - Item 4 Processor	Option 1: Intel® Core i7-13700 13th Generation or Later	Option 1: The Intel® Core™ i7-13700 (13th Generation) is an older generation processor and is now two generations behind the latest Intel desktop platform. To maximize the return on investment and ensure a longer product lifecycle, we recommend specifying the latest equivalent processor, such as the Intel® Core™ Ultra 7 265 Processor or later. Option 2: The requested AMD Ryzen™ 7 5750G appears to be incorrect, as the Ryzen 7 5750G is not a current desktop processor and may cause confusion among bidders. If the intention is to procure a current-generation AMD Ryzen 7 processor, we recommend specifying the AMD Ryzen™ 7 8700G or later.	Please refer Addendum
9	Page 36 - Item 5 Basec Frequency	Intel: 2.1GHz or Higher AMD: 3.8GHz or Higher	Current AMD Ryzen™ 7 desktop processors have a base frequency of approximately 4.2 GHz. Specifying only 3.8 GHz may allow bidders to offer lower-performance or old-generation processors. We recommend revising this requirement to 4.2 GHz or higher to ensure equivalent performance.	Please refer Addendum
10	Page 36 - Item 6 Cache	Intel: 25MB or Higher AMD: 20MB L2/L3 Cache or Higher	Current-generation processors provide higher cache capacities. We recommend updating the specification as follows: • Intel: 30 MB Smart Cache or higher. • AMD: 24 MB Total Cache (L2 + L3) or higher. This will align the specification with current processor offerings.	Please refer Addendum

11	Page 36 - Item 6 Chip Set	Intel: Intel Express H / Q Business 600 Series Chipset or Higher AMD: AMD B Chipset or Higher Note: Bidder should clearly specify the chipset	Intel: The Intel 600 Series chipset is an older platform. Current Intel desktop platforms are based on the 700 and 800 Series chipsets. We recommend specifying Intel Business Series B, Q, or H 700/800 Series chipset to accommodate current products. AMD: The specification referring to an AMD B Chipset may not align with current commercial desktop offerings. For business-class systems, we recommend specifying the AMD PRO 665 platform or equivalent commercial chipset.	Please refer Addendum
12	Page 38 - Item 20 I/O Ports	Minimum 8 USB Ports; from that at least 2 USB Ports should USB 3.2 Minimum 1 HDMI Port -VGA Port - 1x Display Port	The VGA interface is now obsolete, and most modern business desktops no longer include a native VGA port. Requiring a VGA port may unnecessarily increase procurement costs or limit product availability. We recommend removing this requirement and relying on HDMI and DisplayPort, which are current industry standards.	Please refer Addendum
13	Page 38 - Item 23 Display	22" or above Widescreen Colour LED Monitor Supporting resolutions WXGA or better. Should be as the same brand of the Desktop	Most manufacturers classify a 21.5-inch monitor as the standard 22-inch display. If an exact 22-inch minimum is maintained, bidders will generally need to offer 23.8-inch monitors, resulting in unnecessary additional cost. We therefore recommend revising the requirement to 21.5 inches or above while maintaining the required resolution and same-brand requirement.	Changed the specification to 21.5" or above Widescreen Colour LED Monitor Supporting resolutions WXGA or better. Should be as the same brand of the Desktop

14	Page 38 - Item 22 - Operating System	Window 11 64-bit Pro, with OEM license	The Sri Lankan market contains both genuine and unauthorized Windows installations. To ensure compliance and software authenticity, we recommend requiring bidders to provide documentary evidence that the operating system is genuine OEM licensed. The Procuring Entity should also verify the Windows activation status and OEM licensing during inspection and acceptance of the delivered equipment.	The bidder shall ensure that each desktop computer is supplied with a genuine Microsoft Windows 11 Pro 64-bit OEM license, pre-installed by the Original Equipment Manufacturer (OEM). As documentary evidence of compliance, the bidder shall submit one or more of the following: 1. A manufacturer's product brochure or official technical datasheet confirming that the offered model is supplied with Windows 11 Pro 64-bit OEM. 2. A letter or certificate from the manufacturer or its authorized distributor confirming that the offered desktop model is supplied with a genuine Microsoft Windows 11 Pro 64-bit OEM license. 3. A manufacturer's part number (SKU) or product code that can be verified through the manufacturer's official website or published documentation as including Windows 11 Pro 64-bit OEM. The successful bidder shall deliver all desktop computers with the genuine OEM operating system pre-installed and activated. The Department reserves the right to verify the authenticity of the OEM license at the time of delivery and acceptance
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15	Page 40 - Item 5 Processor	Intel Core 5, Core Ultra 5 or higher, or AMD Ryzen 5 PRO or higher current or immediately preceding generation launched in 2024 or later.	he Intel Core and Intel Core Ultra processor families are different product segments designed for different workloads. Intel Core Ultra processors incorporate a dedicated Neural Processing Unit (NPU) for AI acceleration and deliver significantly improved performance, efficiency, and battery life compared to Intel Core processors. Therefore, specifying both processor families as equivalent may result in bids with varying performance levels. We recommend specifying Intel Core™ Ultra 5 Processor or higher. For AMD, we recommend including AMD Ryzen™ AI 5 PRO Processor or higher as the equivalent option to ensure comparable AI capabilities and long-term value.	Please refer Addendum
16	Page 40 - Item 6 Processor cores	Minimum 6 physical cores and 10 processing threads.	urrent-generation processors utilize hybrid architectures consisting of Performance (P) Cores, Efficient (E) Cores, and Low Power Efficient (LP-E) Cores. For example, Intel Core Ultra 5 processors typically feature 12 cores (2 Performance Cores, 8 Efficient Cores, and 2 Low Power Efficient Cores). We recommend defining the processor requirement based on the latest processor architecture and referring to the manufacturer's official specifications rather than relying solely on minimum core and thread counts.	CPlease refer Addendum
17	Page 40 - Item 8 Processor frequency	Bidder shall state base and maximum turbo/boost frequencies for information.	Modern processors dynamically adjust operating frequencies based on workload and power management. Since processor architecture has evolved significantly, base and turbo frequencies alone are not sufficient indicators of performance. We recommend aligning the processor specification with current-generation processor models instead of emphasizing clock frequencies.	Please refer Addendum

18	Page 41 - Item 19 Keyboard	Full-size spill-resistant English keyboard with function keys	We recommend specifying a backlit keyboard as a mandatory requirement. This improves usability in low-light environments and enhances user convenience without significantly increasing the overall procurement cost.	Remain Unchanged
19	Page 41 - Item 22 Wi-Fi	Integrated Wi-Fi 5, 802.11ax.	The specification appears inconsistent because IEEE 802.11ax corresponds to Wi-Fi 6, not Wi-Fi 5. Furthermore, most current business laptops support Wi-Fi 6E, which offers improved performance, lower latency, and better spectrum utilization. We recommend revising the requirement to Integrated Wi-Fi 6E (IEEE 802.11ax) or higher.	Please refer Addendum
20	Page 41 - Item 26 USB-A ports	Minimum two USB Type-A ports, with at least one supporting 5 Gbps or higher	While USB Type-A ports remain useful for compatibility, USB Type-C has become the industry standard for modern peripherals, charging, and high-speed data transfer. We recommend requiring at least two USB Type-C ports, in addition to the existing USB Type-A ports, to ensure compatibility with current and future devices.	Please refer Addendum

21	Page 41 - Item 33 Operating system	Windows 11 Pro 64-bit, factory installed and activated using a genuine OEM digital licence embedded in firmware	The Sri Lankan market contains both genuine and unauthorized Windows installations. To ensure compliance and software authenticity, we recommend requiring bidders to provide documentary evidence that the operating system is genuine OEM licensed. The Procuring Entity should also verify the Windows activation status and OEM licensing during inspection and acceptance of the delivered equipment.	The bidder shall ensure that each desktop computer is supplied with a genuine Microsoft Windows 11 Pro 64-bit OEM license, pre-installed by the Original Equipment Manufacturer (OEM). As documentary evidence of compliance, the bidder shall submit one or more of the following: 1. A manufacturer's product brochure or official technical datasheet confirming that the offered model is supplied with Windows 11 Pro 64-bit OEM. 2. A letter or certificate from the manufacturer or its authorized distributor confirming that the offered desktop model is supplied with a genuine Microsoft Windows 11 Pro 64-bit OEM license. 3. A manufacturer's part number (SKU) or product code that can be verified through the manufacturer's official website or published documentation as including Windows 11 Pro 64-bit OEM. The successful bidder shall deliver all desktop computers with the genuine OEM operating system pre-installed and activated. The Department reserves the right to verify the authenticity of the OEM license at the time of delivery and acceptance
22	Delivery Period	12 weeks	We kindly request that the delivery period be extended to 14 weeks. Due to the current global macroeconomic conditions, the IT industry continues to experience component shortages, manufacturing lead-time fluctuations, shipping delays, logistics constraints, and customs clearance challenges. Extending the delivery period will enable all bidders to offer genuine products with confirmed availability.	14 weeks

23	Page 38 - Item 20 I/O Ports	Minimum 8 USB Ports; from that at least 2 USB Ports should USB 3.2 Minimum 1 HDMI Port -VGA Port - 1x Display Port	Most business-class desktop computers are supplied with HDMI, VGA and DisplayPort interfaces as standard. We recommend retaining the VGA port requirement, as it provides compatibility with existing peripherals such as projectors and legacy monitors commonly used in government institutions.	Please refer Addendum
24	Page 38 - Item 23 Display	22” or above Widescreen Colour LED Monitor Supporting resolutions WXGA or better. Should be as the same brand of the Desktop	We kindly request that the monitor size be amended from 22 inches to 21.5 inches, as 21.5-inch Full HD monitors are the global standard for business Desktop computers. This recommendation was agreed upon by the participating vendors during the pre-bid meeting.	Please refer Addendum
25	Page 38 - Item 25 Warranty	Comprehensive on-site manufacture authorized warranty for 3 years (Labour & Parts) Excluding Consumes. And Comprehensive post warranty for 2 years	As discussed during the pre-bid meeting, we kindly request the removal of the requirement for a comprehensive warranty covering the final two years, as the Price Schedule already requires bidders to separately quote the rates for the maintenance contract after the initial warranty period. Furthermore, we kindly request clarification on whether the quoted maintenance cost for the additional two-year period will be considered as part of the bid evaluation and whether the maintenance contract for this period will be awarded together with the initial Purchase Order. If the maintenance contract is not intended to be awarded at the time of the initial procurement, we respectfully request that the maintenance cost not be	SLA added.as Annexure III to the Addendum

			respectfully request that the maintenance cost not be included as an evaluation criterion. Instead, the rates may be obtained separately for future reference, without affecting the bid evaluation. This approach is commonly adopted in government procurements, where post-warranty maintenance rates are requested solely for future use and are not considered during the financial evaluation, as the actual maintenance requirement will depend on future circumstances and market conditions. • Manufacturer Confirmation We kindly request that bidders be required to submit: • Manufacturer's confirmation certifying that the offered desktop computer is a Business Desktop model. • Manufacturer's confirmation or authorization for the supplied Windows 11 Pro OEM License. This will ensure that only genuine business-class equipment and licensed software are supplied.	
26	Page 40 - Item 6 Processor cores	Minimum 6 physical cores and 10 processing threads	We kindly request amending the requirement from "6 Physical Cores" to "Minimum 6 Total Cores."	Please refer Addendum
27	Page 41 - Item 30 Battery Capacity	Minimum 50 Wh rechargeable lithium-ion or lithium-polymer battery. Use Wh, not mAh, as the mandatory measure	We recommend maintaining the requirement of Minimum 50 Wh, as this is the standard battery capacity for most business-class notebook computers. These-capacity battery provides improved operational time and better supports, benefit to your organization and using extended period and maintain battery life.	Remain Unchanged

28	Page 42 - Item 33 Operating System	Windows 11 Pro 64-bit, factory installed and activated using a genuine OEM digital licence embedded in firmware	We kindly request allowing bidders to supply Windows 11 Pro 64-bit licenses procured through an authorized Microsoft local licensing partner. Additionally, we recommend requesting confirmation that the supplied operating system is genuine. Considering the relatively quantity of 12 notebook computers, obtaining factory-preloaded OEM operating systems may not always be feasible within the required delivery period.	The bidder shall ensure that each desktop computer is supplied with a genuine Microsoft Windows 11 Pro 64-bit OEM license, pre-installed by the Original Equipment Manufacturer (OEM). As documentary evidence of compliance, the bidder shall submit one or more of the following: 1. A manufacturer's product brochure or official technical datasheet confirming that the offered model is supplied with Windows 11 Pro 64-bit OEM. 2. A letter or certificate from the manufacturer or its authorized distributor confirming that the offered desktop model is supplied with a genuine Microsoft Windows 11 Pro 64-bit OEM license. 3. A manufacturer's part number (SKU) or product code that can be verified through the manufacturer's official website or published documentation as including Windows 11 Pro 64-bit OEM. The successful bidder shall deliver all desktop computers with the genuine OEM operating system pre-installed and activated. The Department reserves the right to verify the authenticity of the OEM license at the time of delivery and acceptance
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