



DEPARTMENT OF IMMIGRATION AND EMIGRATION

Notification of the extension of date of accepting bids

Procurement of Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of 04 No's of Database Servers, 02 No's of Storages, 02 No's of Tape Library and 02 No's of Racks For Department of Immigration and Emigration

(Two Enveloped)

Contract No. (IFB): DIE/PRO/03/2025/35

1. The date of accepting bids related to the above procurement advertised on 16.06.2026 and 07.07.2026 was extended up to Friday, 31st of July 2026 (31.07.2026). Other relevant information in this regard will be available on our official website **www.immigration.gov.lk**.
2. Completed bids shall be sent to the following address at or before 2.00 p.m. on 31.07.2026.

**Chairman,
Ministry Procurement Committee,
05th Floor,
Department of Immigration and Emigration,
'Suhurupaya',
Sri Subhuthipura Road, Battaramulla.**

3. A complete set of Bidding Documents which are in English language may be purchased by interested bidders on submission of a written application to the Deputy Controller (Procurement), Procurement Division, 05th Floor, 'Suhurupaya', Sri Subhuthipura Road, Battaramulla from 9.00 a.m. to 3.00 p.m. on working days until 30.07.2026 upon the payment of a non-refundable fee of Rupees Sixty Thousand (Rs.60,000.00). Payment shall be made in cash.

**Chairman,
Ministry Procurement Committee,
05th Floor,
Department of Immigration and Emigration,
'Suhurupaya', Sri Subhuthipura Road, Battaramulla.**



Ministry of Public Security and Parliamentary Affairs
Department of Immigration and Emigration

**REQUEST FOR PROPOSALS (RFP) / PROCUREMENT
DOCUMENT**

On

Two Envelopes System

Volume I

Procurement of Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of 04 No's of Database Servers, 02 No's of Storages, 02 No's of Tape Library and 02 No's of Racks for the Department of Immigration and Emigration.

**Department of Immigration and Emigration
5th Floor, "Suhurupaya",
Sri Subhuthipura Road,
Battaramulla.**

CERTIFICATE OF ISSUING OF BID DOCUMENT
(TO BE FILLED BY THE ISSUING OFFICER AT THE ISSUING TIME)

1. Name of the Bidder:.....
2. Contract No: DIE/PRO/03/2025/35
3.
 - a. Issued to:.....
 - b. Address:.....
 - c. Telephone No:.....Fax No:.....
 - d. Email Address:.....
4. Bid Document Charges:**LKR**
5. Receipt No:.....
6. Number of Copy Issued: 02 Copies (Original & Duplicate)
7. Authorized Issuing Officers
 - a. Name: W.M.C.S.K. Wijesundara
Designation: Deputy Controller (Procurement)
 - b. Name: P.H.R.M.M. Abhayawardana
Designation: Deputy Controller (Procurement)
8. Issuing Officer's
 - a. Signature:.....
 - b. Official Stamp
9. Date of Issue:.....
10. Place of Issue: Procurement Branch

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DEMOCRATIC SOCIALIST REPUBLIC OF SRILANKA
MINISTRY OF PUBLIC SECURITY
DEPARTMENT OF IMMIGRATION AND EMIGRATION
INVITATION FOR BIDS

**Procurement of Supply, Delivery, Installation, Integration, Data Migration
Commissioning and Maintenance of 04 No's of Database Servers, 02 No's of
Storages, 02 No's of Tape Library and 02 No's of Racks for Department of
Immigration and Emigration**

(Two Enveloped)

IFB No: DIE/PRO/03/2025/35

1. The Chairman, Ministry Procurement Committee (MPC) on behalf of the Department of Immigration and Emigration invites sealed(TwoEnveloped) bids from eligible and qualified bidders for Procurement of Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of **04 Nos. of Database Servers, 02 Nos. of Storages, 02 Nos. of Tape Library and 02 Nos. of Racks.**
2. To be eligible for contract award, the successful bidder shall not have been blacklisted. The qualification criteria for the eligible bidders shall include the following. (Additional qualification requirements are given in the Procurement Documents)

a) General Requirements

- i. The Bidder must have a minimum of five (05) years of experience in the supply, installation, Integration, Data Migration, Commissioning and maintenance of similar nature products.
- ii. The Bidder must operate at least one maintenance workshop or local parts depot, maintained by the principal, to ensure same-day or next-day hardware replacement. The facility must be owned and managed by the Bidder.
- iii. The Bidder shall submit the original registration certificate issued under the Public Contracts Act, No. 03 of 1987.

b) Specific Experience in contract of similar nature.

The Bidder/JV Partner should have completed two contracts of Supply, Installation, Integration, Data Migration, Commissioning and maintaining similar nature procurement including Oracle Data migrating supported by reference letters. The minimum value of each project must be not less than LKR Hundred (100) million and project must have been completed within at least the last five (05) years prior to the Bid Submission Deadline.

c) Quality and Security Requirements:

Hardware Manufacture shall be certified with ISO 9001:2015 and Hardware Bidder or JV partner and ISO 27001:2022

d) Average Annual Turnover:

The bidder should have a minimum average annual turnover of LKR Seven Hundred and Fifty (750) million, as evidenced by audited financial reports, within the last three (3) years.

e) Financial Resources:

Average working capital (Current Assets – Current Liabilities) over the past five (5) years must be LKR Two Hundred and Fifty (250) million or demonstrate access to or availability of financial resources, such as liquid assets, lines of credit, or other financial means, to meet the cash flow requirement of not less than LKR Four Hundred (400) million, net of the Bidder's other commitments for this project.

f) Minimum Cut over Period of Proposed Solution

The bidder's proposal should be able match the final minimum cutover period of 2 hours to minimize the downtime.

3. The interested and eligible bidders may obtain further information via phone 0112 – 101515 during working days, from 9.00 a.m.to 3.00 p.m. The Bid documents can be inspected free of charge from **16.06.2026 to 06.07.2026** placed at the address indicated in Para4 and also through the Department's web site (www.immigration.gov.lk).
4. A complete set of Procurement document in English language may be purchased by interested bidders on a submission of a written application to the Deputy Controller (Procurement), Procurement Division, Department of Immigration and Emigration, 05thFloor, "Suhurupaya", Sri Subhuthipura Road, Battaramulla, during **working days between 9.00 a.m. and 3.00 p.m.from 16.06.2026 to 06.07.2026**upon the payment of a non-refundable fee of Rupees SixtyThousand(LKR 60,000.00).The method of payment will be cash.
5. Duly Completed bids as "Original" and "Duplicate" should be enclosed in separate envelopes and thereafter, these should be inserted in a single envelope and clearly marked with the relevant name of the contract and the IFB Number on the left-hand corner of this sealed

envelope and sent by Registered post or delivered to the address indicated in Para 4 at 2.00p.m. on or before **07.07.2026**. Late bids will be rejected. Bids will be opened soon after closing of bids, in the presence of the bidders or their representatives who choose to attend at **2.00p.m. on 07.07.2026** at address indicated in Para 4.

6. All bid must be accompanied with a Bid Security in the form of bank guarantee issued by a commercial bank operating in Sri Lanka approved by the Central Bank of Sri Lanka for the value of Rupees Five Million (LKR. 5,000,000/-)
7. A **Pre-bid meeting will be held on 23.06.2026 at 11.00 a.m.** at the Department of Immigration and Emigration, 07th Floor, “Suhurupaya”, Sri Subhuthipura Road, Battaramulla.

The Chairman

Ministry Procurement Committee
Ministry of Public Security and Parliamentary Affairs,
18th Floor, “Suhurupaya”,
Sri Subhuthipura Road,
Battaramulla.

Section I

Instructions To Bidders(ITB)

1. Scope of Bid	General 1.1 The Purchaser indicated in the Bidding Data Sheet (BDS), issues these Bidding Documents for the supply of Goods and Related Services incidental thereto as specified in Section V, Schedule of Requirements. The name and identification number of this procurement are specified in the BDS. The name, identification, and number of lots (individual contracts), if any, are provided in the BDS. 1.2 Throughout these Bidding Documents (a) the term “in writing” means communicated in written form by mail (other than electronic mail) or hand delivered with proof of receipt; (b) if the context so requires, “singular” means “plural” and vice versa; and (c) “day” means calendar day.
2. Scope of Bid	2.1 Payments under this contract will be financed by the source specified in the BDS.
3. Ethics, Fraud and Corruption	3.1 The attention of the bidders is drawn to the following guidelines of the Procurement Guidelines published by National Procurement Agency: • Parties associated with Procurement Actions, namely, suppliers/contractors and officials shall ensure that they maintain strict confidentiality throughout the process; • Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducement shall be accepted. Suppliers/contractors are liable to be disqualified from the bidding process if found offering any gift or inducement which may have an effect of influencing a decision or impairing the objectivity of an official. 3.2 The Purchaser requires the bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy (a) “Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract

	execution; (b) “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract; (c) “Collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser to establish bid prices at artificial, non-competitive levels; and (d) “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract. 3.3 If the Purchaser found any unethical practices as stipulated under ITB Clause 3.2, the Purchaser will reject a bid, if it is found that a Bidder directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.
4. Eligible Bidders	4.1 All bidders shall possess legal rights to supply the Goods under this contract. 4.2 A Bidder shall not have a conflict of interest. All bidders found to have conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this bidding process, if they: (a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under these Bidding Documents ; or (b) Submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid. 4.3 A Bidder that is under a declaration of ineligibility by the National Procurement (NPA), (Presently National Procurement Commission of Department of Public Finance) at the date of submission of bids or at the date of contract award, shall be disqualified. The list of debarred firms is available at the website of www.treasury.gov.lk 4.4 Foreign Bidder may submit a bid only if so, stated in the BDS.

5. Eligible Goods and Related Services	5.1 All goods supplied under this contract shall be complied with applicable standards stipulated by the Sri Lanka Standards Institute (SLSI). In the absence of such standards, the Goods supplied shall be complied to other internationally accepted standards.
	Contents of Bidding Documents
6. Eligible Bidders	6.1 The Bidding Documents consist of 2 Volumes, which include all the sections indicated below, and should be read in conjunction with any addendum issued in accordance with ITB Clause 8. Volume 1 • Section I. Instructions to Bidders (ITB) • Section II. Bidding Data Sheet (BDS) • Section III. Evaluation Criteria • Section IV. Bidding Forms • Section VI. Conditions of Contract (CC) • Section VII. Contract Data • Section VIII. Contract Forms Volume 2 • Section V. Schedules of Requirement as separate supplementary documents to this RFP 6.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.
7. Clarification of Bidding Documents	7.1 A prospective Bidder requiring any clarification of the Bidding Documents including the restrictiveness of specifications shall contact the Purchaser in writing at the Purchaser's address specified in the BDS. The Purchaser will respond in writing to any request for clarification, provided that such request is received no later than ten (10) days prior to the deadline for submission of bids. The Purchaser shall forward copies of its response to all those who have purchased the Bidding Documents, including a description of the inquiry but without identifying its source. Should the Purchaser deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under ITB Clause 8.
8. Amendment of Bidding Documents	8.1 At any time prior to the deadline for submission of bids, the Purchaser may amend the Bidding Documents by issuing addendum.

	8.2 Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all who have purchased the Bidding Documents. 8.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids, pursuant to ITB Sub-Clause 23.2
	Preparation of Bids
9. Cost of Bidding	9.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
10. Language of Bid	10.1 The Bid, as well as all correspondence and documents relating to the Bid (including supporting documents and printed literature) exchanged by the Bidder and the Purchaser, shall be written in English language.
11. Documents Comprising the Bid	11.1 The documents comprising the Proposal are listed in Section IV (Bidding Forms), in the Bidders Response Format (CRF). Bidders must use the CRF provided to structure and submit their Proposals. 11.2 The Proposal 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. 11.3 Any other documents required as listed in the BDS
12. Bid Submission Form and Price Schedules	12.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section IV, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
13. Alternative Bids	13.1 Alternative bids shall not be considered.
14. Bid Prices and Discounts	14.1 The Bidder shall indicate on the Price Schedule the unit prices and total bid prices of the goods it proposes to supply under the Contract. 14.2 Any discount offered against any single item in the price schedule shall be included in the unit price of the item. However, if a Bidder wishes to offer discount as a lot the bidder may do so by indicating such amounts appropriately.

	14.3 If so, indicated in ITB Sub-Clause 1.1, bids are being invited for individual contracts (lots) or for any combination of contracts (packages). Unless otherwise indicated in the BDS, prices quoted shall correspond to 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award of more than one Contract shall specify the applicable price reduction separately. 14.4 (i) Prices indicated on the Price Schedule shall include all duties and sales and other taxes already paid or payable by the Supplier: (a) on components and raw material used in the manufacture or assembly of goods quoted; or (b) on the previously imported goods of foreign origin. (ii) However, VAT shall not be included in the price but shall be indicated separately; (iii) the price for inland transportation, insurance and other related services to deliver the goods to their final destination; (iv) the price of other incidental services 14.5 The Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected, pursuant to ITB Clause 31 14.6 All lots, if any, and items must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items.
15. Currencies of Bid	15.1 The Bidder shall quote in Sri Lankan Rupees or Foreign Currencies and payment shall be payable only in Sri Lankan Rupees.
16. Documents establishing the Eligibility of the Bidder	16.1 To establish their eligibility in accordance with ITB Clause 4, Bidders shall complete the Bid Submission Form, included in Section IV, Bidding Forms.
17. Documents establishing the Conformity of the Goods and Related Services	17.1 To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in Section V, Schedule of Requirements.

	17.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description (given in Section V, Technical Specifications) of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to the technical specification, and if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements. 17.3 The Bidder shall also furnish a list giving full particulars, including quantities, available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the Goods during the period if specified in the BDS following commencement of the use of the goods by the Purchaser.
18. Documents establishing the Qualifications of the Bidder	18.1 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction: (a) A Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization using the form included in Section IV, Bidding Forms to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods; (b) that, if required in the BDS, in case of a Bidder not doing business within Sri Lanka, the Bidder is or will be (if awarded the contract) represented by an Agent in Sri Lanka equipped and able to carry out the Supplier's maintenance, repair and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications; and (c) That the Bidder meets each of the qualification criteria specified in Section III, Evaluation and Qualification Criteria.
19. Period of Validity of Bids	19.1 Bids shall remain valid until the date specified in the BDS. A bid valid for a shorter date shall be rejected by the Purchaser as non-responsive. 19.2 In exceptional circumstances, prior to the expiration of the bid validity date, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB Clause 20, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder

	granting the request shall not be required or permitted to modify its bid.
20. Bid Security	20.1 The Bidder shall furnish as part of its bid, a Bid Security, as specified in the BDS. 20.2 The Bid Security shall be in the amount specified in the BDS and denominated in Sri Lankan Rupees, and shall: (a) at the bidder's option, be in the form of either a bank draft, a letter of credit, or a bank guarantee from a banking institution; (b) be issued by an institution acceptable to Purchaser. The acceptable institutes are published in the NPC (Department of Public Finance) website, www.treasury.gov.lk In relation to the foreign bank the contractor should advise through Central Bank of Sri Lanka approved Commercial Bank operating in Sri Lanka. (c) be substantially in accordance with the form included in Section IV, Bidding Forms; (d) be payable promptly upon written demand by the Purchaser in case the conditions listed in ITB Clause 20.5 are invoked; (e) be submitted in its original form; copies will not be accepted; (f) Remain valid for the period specified in the BDS. 20.2 Any bid not accompanied by a substantially responsive Bid Security in accordance with ITB Sub-Clause 20.1 and 20.2, may be rejected by the Purchaser as non-responsive. 20.3 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 43. 20.5 The Bid Security may be forfeited: (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 19.2; or (b) if a Bidder does not agree to correction of arithmetical errors in pursuant to ITB Sub-Clause 30.3

	(c) if the successful Bidder fails to: (i) sign the Contract in accordance with ITB Clause 42; (ii) Furnish a Performance Security in accordance with ITB Clause 43.
21. Format and Signing of Bid	21.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB Clause 11 and clearly mark it as “ORIGINAL.” In addition, the Bidder shall submit a copy of the bid and clearly mark it as “COPY.” In the event of any discrepancy between the original and the copy, the original shall prevail. 21.2 The original and the Copy 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. 21.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.
22. Submission, Sealing and Marking of Bids	Submission and Opening of Bids 22.1 Bidders may always submit their bids by mail or by hand. (a) Bidders submitting bids by mail or by hand, shall enclose the original and the copy of the Bid in separate sealed envelopes, duly marking the envelopes as “ORIGINAL” and “COPY.” These envelopes containing the original and the copy shall then be enclosed in one single envelope. 22.2 The inner and outer envelopes shall: (a) Bear the name and address of the Bidder; (b) be addressed to the Purchaser in accordance with ITB Sub-Clause 23.1; (c) bear the specific identification of this bidding process as indicated in the BDS; and (d) bear a warning not to open before the time and date for bid opening, in accordance with ITB Sub-Clause 26.1. If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.
23. Deadline for Submission of Bids	23.1 Bids must be received by the Purchaser at the address and no later than the date and time specified in the BDS. 23.2 The Purchaser may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB Clause 8, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

24. Late Bids	24.1 The Purchaser shall not consider any bid that arrives after the deadline for submission of bids, in accordance with ITB Clause 23. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.
25. Withdrawal and Modification of Bids	25.1 A Bidder may withdraw, or modify its Bid after it has been submitted by sending a written notice in accordance with ITB Clause 22, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITB Sub-Clause 21.2, (except that no copies of the withdrawal notice are required). The corresponding substitution or modification of the bid must accompany the respective written notice. All notices must be: (a) submitted in accordance with ITB Clauses 21 and 22 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked “WITHDRAWAL,” or “MODIFICATION;” and (b) Received by the Purchaser prior to the deadline prescribed for submission of bids, in accordance with ITB Clause 23. 25.2 Bids requested to be withdrawn in accordance with ITB Sub-Clause 25.1 shall be returned to the Bidders only upon notification of contract award to the successful bidder in accordance with sub clause 41.1. 25.3 No bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.
26. Bid Opening	26.1 The Purchaser shall conduct the bid opening in public at theAddress, date and time specified in the BDS. 26.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid may be opened at the discretion of the Purchaser. 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. Envelopes marked “MODIFICATION” shall be opened and read out

	with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only envelopes that are opened and read out at Bid opening shall be considered further. 26.3 All other envelopes shall be opened one at a time, reading out: the name of the Bidder and whether there is a modification; the Bid Prices, including any discounts and alternative offers; the presence of a Bid Security, if required; and any other details as the Purchaser may consider appropriate. Only discounts and alternative offers read out at Bid opening shall be considered for evaluation. No Bid shall be rejected at Bid opening except for late bids, in accordance with ITB Sub-Clause 24.1. 26.4 The Purchaser shall prepare a record of the Bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, or modification; the Bid Price, per lot if applicable, including any discounts, and the presence or absence of a Bid Security. The bids that were opened shall be resealed in separate envelopes, promptly after the bid opening. The Bidders' representatives who are present shall be requested to sign the attendance sheet. A copy of the record shall be distributed to all Bidders who submitted bids in time.
27. Confidentiality	Evaluation and Comparison of Bids 27.1 Information relating to the examination, evaluation, comparison, and post-qualification (if applicable) of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award. 27.2 Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its Bid. 27.3 Notwithstanding ITB Sub-Clause 27.2, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, from the time of bid opening to the time of Contract Award, it should do so in writing.
28. Clarification of Bids	28.1 To assist in the examination, evaluation, comparison and post-qualification of the bids, the Purchaser may, at its discretion, request any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Purchaser shall not be considered for purpose of evaluation. The Purchaser's request for clarification and the response shall be

	in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the Evaluation of the bids, in accordance with ITB Clause 30.
29. Responsiveness of Bids	29.1 The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself. 29.2 A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that: (a) affects in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or (b) limits in any substantial way, inconsistent with the Bidding Documents, the Purchaser's rights or the Bidder's obligations under the Contract; or (c) if rectified would unfairly affect the competitive position of other bidders presenting substantially responsive bids. 29.3 If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

30. Non-conformities, Error, and Omissions	30.1 Provided that a Bid is substantially responsive, the Purchaser may waive any non-conformities or omissions in the Bid that do not constitute a material deviation. 30.2 Provided that a bid is substantially responsive, the Purchaser may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission 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. 30.3 Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis: (a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected; (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and (c) 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) and (b) above. 30.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited
31. Preliminary Examination of Bids	31.1 The Purchaser shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 11 have been provided, and to determine the completeness of each document submitted. 31.2 The Purchaser shall confirm that the following documents and information have been provided in the Bid. If any of these documents or information is missing, the Bid shall be Rejected.

	(a) Bid Submission Form, in accordance with ITB Sub Clause 12.1; (b) Price Schedules, in accordance with ITB Sub-Clause 12; (c) Bid Security, in accordance with ITB Clause 2 (d) Recurrent Cost Details
32. Preliminary Examination of Bids	32.1 The Purchaser shall examine the Bid to confirm that all terms and conditions specified in the CC and the Contract Data have been accepted by the Bidder without any material deviation or reservation. 32.2 The Purchaser shall evaluate the technical aspects of the Bid submitted in accordance with ITB Clause 17, to confirm that all requirements specified in Section V, Schedule of Requirements of the Bidding Documents have been met without any material deviation or reservation. 32.3 If, after the examination of the terms and conditions and the technical evaluation, the Purchaser determines that the Bid is not substantially responsive in accordance with ITB Clause 29, the Purchaser shall reject the Bid.
33. Conversion to Single Currency	33.1 If the bidders are allowed to quote in foreign currencies in accordance with sub clause 15.1, for evaluation and comparison purposes, the Purchaser shall convert all bid prices expressed in foreign currencies in to Sri Lankan Rupees using the selling rates prevailed 28 days prior to closing of bids as published by the Central Bank of Sri Lanka. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.
34. Domestic Preference	34.1 Domestic preference shall be a factor in bid evaluation only if stated in the BDS. If domestic preference shall be a bid-evaluation factor, the methodology for calculating the margin of preference and the criteria for its application shall be as specified in Section III, Evaluation and Qualification Criteria.
35. Evaluation of Bids	35.1 The Purchaser shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive. 35.2 To evaluate a Bid, the Purchaser shall only use all the factors, methodologies and criteria defined in this ITB Clause 35. 35.3 To evaluate following: (a) the Bid Price as quoted in accordance with clause 14; (b) price adjustment for correction of arithmetic errors in accordance with ITB Sub-Clause 30.3; (c) price adjustment due to discounts offered in accordance with ITB Sub-Clause 14.2; and 14.3 (d) adjustments due to the application of the evaluation criteria specified in the BDS from amongst that set

	outin Section III, Evaluation and Qualification Criteria; (e)Adjustments due to the application of a domestic preference, in accordance with ITB Clause 34 if applicable. 35.4 The Purchaser's evaluation of a bid may require the consideration of other factors, in addition to the factors listed in ITB Sub-Clause 35.3, if specified in BDS. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods and Related Services. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate comparison of bids 35.5 If so specified in the BDS, these Bidding Documents shall allow Bidders to quote for one or more lots, and shall allow the Purchaser to award one or multiple lots to more than one Bidder. The methodology of evaluation to determine the lowest-evaluated lot combinations is specified in Section III, Evaluation and Qualification Criteria.
36. Comparison of Bids	36.1 The Purchaser shall compare all substantially responsive bids to determine the lowest-evaluated bid, in accordance with ITB Clause 35.
37. Post qualification of the Bidder	37.1 The Purchaser shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive bid is qualified to perform the Contract satisfactorily. 37.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 18. 37.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event the Purchaser shall proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
38. Purchaser's Right to Accept Any Bid, and to Reject Any or All Bids	38.1 The Purchaser 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.
39. Award Criteria	Award of Contract 39.1 The Purchaser shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.
40. Purchaser's Right to Vary Quantities at Time of Award	40.1 At the time the Contract is awarded, the Purchaser reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in Section V, Schedule of Requirements, provided this does not exceed twenty five percent (25%) or one unit whichever is higher and without any change in the unit prices or other terms and conditions of

	the bid and the Bidding Documents.
41. Notification of Award	41.1 Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted. 41.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract. 41.3 Upon the successful Bidder's furnishing of the signed Contract Form and performance security pursuant to ITB Clause 43, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 20.4.
42. Signing of Contract	42.1 Within Seven (7) days after notification, the Purchaser shall complete the Agreement, and inform the successful Bidder to sign it. 42.2 Within Seven (7) days of receipt of such information, the successful Bidder shall sign the Agreement.
43. Performance Security	43.1 Within fourteen (14) days of the receipt of notification of award from the Purchaser, the successful Bidder, if required, shall furnish the Performance Security in accordance with the CC, using for that purpose the Performance Security Form included in Section VIII Contract forms. The Employer shall promptly notify the name of the winning Bidder to each unsuccessful Bidder and discharge the Bid Securities of the unsuccessful bidders pursuant to ITB Sub-Clause 20.4. 43.2 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. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily.

Section II

Bid Data Sheet (BDS)

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

ITB Clause Reference	A. General																		
ITB 1.1	Controller General, Department of Immigration and Emigration																		
ITB 1.1	Procurement of Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of Database Servers, Storages, Tape Library and Racks for Department of Immigration and Emigration. DIE/PRO/03/2025/35 Bidders shall quote for Items as follows: <table><tr><th>Item No</th><th>Item</th><th>Quantity</th></tr><tr><td>Item I</td><td>Database Servers</td><td>04</td></tr><tr><td>Item II</td><td>Storages</td><td>02</td></tr><tr><td>Item III</td><td>Tape Library</td><td>02</td></tr><tr><td>Item IV</td><td>Racks</td><td>02</td></tr><tr><td>Item V</td><td>Related Services(Installation, configuration, migration, oracle licenses, Support and maintenance...etc)</td><td>01</td></tr></table> Table II. I	Item No	Item	Quantity	Item I	Database Servers	04	Item II	Storages	02	Item III	Tape Library	02	Item IV	Racks	02	Item V	Related Services(Installation, configuration, migration, oracle licenses, Support and maintenance...etc)	01
Item No	Item	Quantity																	
Item I	Database Servers	04																	
Item II	Storages	02																	
Item III	Tape Library	02																	
Item IV	Racks	02																	
Item V	Related Services(Installation, configuration, migration, oracle licenses, Support and maintenance...etc)	01																	
ITB 2.1	Government of Sri Lanka (GOSL)																		
ITB 4.1	Maximum number of members in the JV shall be: Two (02). Bidders may submit bids either as a single entity or as a Joint Venture (JV) consisting of a Hardware Solution Provider and a Software/License Provider.																		

	<u>Where a bid is submitted by a Joint Venture</u> a. The Joint Venture shall nominate one member as the Lead Partner, who shall be duly authorized to incur liabilities and receive instructions on behalf of all JV members during the bidding process and, if awarded, during contract execution. b. The Lead Partner shall be the Hardware Solution Provider and shall be responsible for the overall performance of the Contract, including the supply, delivery, installation, integration, data migration, commissioning, warranty support, and maintenance of the complete solution. c. The Lead Partner shall independently satisfy all qualification requirements relating to: • Financial capability; • Technical capacity; • Experience in similar assignments; • Contract management capability; and • Any other specific qualification criteria stipulated in the Bidding Document (Procurement Document). d. The Software/License Provider shall satisfy the general eligibility requirements and shall provide: • Documentary evidence of legal status; • Manufacturer's authorization • Evidence of the right to supply, implement, and support the proposed software/licenses; and • Compliance with all software-related requirements specified in the Bidding Document. e. All partners of the Joint Venture shall be jointly and severally liable for the execution of the Contract. f. A copy of the Joint Venture Agreement, or a Letter of Intent to enter into a Joint Venture, clearly defining the roles and responsibilities of each member, shall be submitted with the bid. The Employer reserves the right to verify the responsibilities, qualifications, and authorizations of each JV member during bid evaluation.
ITB 4.4	Not allowed to participate in bidding.
ITB 4.8	Bidder (if a single bidder) or either partner (in case of “JV”), shall be registered under the Public Contract Act No. 3 of 1987 at the time of bid submission and the original certificate specifically obtained for this procurement shall be submitted with the Bidding Document. If not, Bid is treated as non-responsive and shall be rejected.

	B. Contents of Procurement documents
ITB 7.1	<u>For clarification of bid purposes only,</u> Deputy Controller (Procurement) Procurement Division, Department of Immigration and Emigration, 5thFloor, “Suhurupaya”, Sri Subhuthipura Road, Battaramulla. 0112101559 011-2879091 procurement@immigration.gov.lk
	C. Preparation of Bids
ITB 11.1 (j)	The Bidder shall submit the following additional documents with the bid: i. If the bid is submitted by a party other than the original manufacturer or software publisher, such as an importer, trader, agent, reseller, or distributor, who will act as the Supplier and sign the Contract, the Bidder shall submit: a. For hardware items: A Manufacturer’s Authorization issued by the respective manufacturer, confirming that the Bidder is duly authorized to offer, supply, install, commission, and maintain the goods manufactured by such manufacturer, and that the manufacturer will honor all warranty obligations related to the goods supplied. b. For software licenses: A Software Publisher’s Authorization or Reseller Authorization issued by the respective software owner/publisher (e.g., Oracle), confirming that the Bidder or JV partner is duly authorized to offer, supply, implement, and support the proposed software licenses and related services. c. The authorization shall be submitted in the format prescribed in the Bidding Document under “Manufacturer’s / Software Publisher’s Authorization.” d. Failure to submit the applicable authorization(s) together with the bid shall render the bid non-responsive ii. Business registration (if not attached bidder treated as non-responsive bidder) iii. Annual service agreement (SLA) for first five years from date of installation, Integration, Data Migration and commissioning. (if not attached bidder treated as non-responsive bidder)

	iv. A copy of the Joint Venture Agreement, or a Letter of Intent to enter into a Joint Venture, clearly defining the roles and responsibilities of each member, shall be submitted with the bid. v. The written confirmation of authorization to sign on behalf of the Service Providers shall consist of: a. If a proposal submitted by a Limited liability company or a corporation; notarized Power of Attorney or a Board resolution certified by the company secretary. b. If a proposal is submitted by a partnership: Notarized Power of Attorney. c. If a proposal is submitted by a Single Proprietor: Notarized Power of Attorney shall be required only if the proposal is signed by (i) person other than the single proprietor who is the Service Providers; or (ii) a person other than the owner of a single Proprietorship who is the Service Providers. d. If a bid is submitted by a Joint Venture (JV): Power of Attorney (either notarized or attested by an appropriate authority in the bidder's home country). It shall include an undertaking signed by all parties (i) stating that all parties shall be jointly and severally liable, and (ii) nominating a representative who shall have the authority to conduct all business for and on behalf of any and all the parties of JV during the bidding process. And in the event the JV is awarded the contract, during contract execution. vi. The requirements under the Public Contract Act (PCA) No. 03 of 1987. The bidder should submit the original with the bid. vii. Company article viii. Brochures, Technical Literature, Pamphlets, Drawings etc. to comply with the technical specifications of the items. ix. A Copy of the payment receipt of purchasing Procurement documents should be attached with the Bid. x. Documents to prove the Hardware manufacture's ISO 9001:2015 certificate and Bidder's/JV partner's 27001:2022 ISO certificates xi. The Bidder or its subsidiaries or affiliated companies shall not be blacklisted by any government institution during the last five (05) years. Self-Declaration need to be submitted. xii. Information regarding any litigation, current or during the last five (05) years in which the bidder is involved, the parties concerned, and disputed amount shall be submitted. Self-Declaration to be submits.
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The Proposal shall comprise the following:

FULL TECHNICAL PROPOSAL (FTP):

1st Inner Envelope with the Technical Proposal:

FORM	DESCRIPTION
TECH - 1	Technical Proposal Submission Form.
TECH - 2	Bidders Information Sheet
TECH - 3	Bidder's firm experiences
TECH - 4	Suggestion on Specifications
TECH - 5	Description of the Approach, Methodology, and Work Plan for Performing the Assignment
TECH-6	Details of Proposed Solution
TECH- 7	Work Schedule of Supply, Delivery, Installation, Integration, Commissioning, Training and Maintenance
TECH- 8	Functional and Non-Functional Compliance Sheet <i>Refer: Supplementary (Section V) Schedule of Requirement</i>
TECH - 9	Team composition, assignments, and Key professional staff inputs
TECH - 10	Curriculum vitae of Professional Staff
TECH - 11	Staffing Schedule
TECH - 12	Regular Maintenance Schedule
TECH - 13	Corrective Maintenance Schedules
TECH - 14	Annual Turnover and Working Capital
TECH - 15	Proposal Security (Bid Security)
TECH - 16	Manufacture Authorization
TECH - 17	Non collusion Declaration
TECH - 18	Power of attorney (no preset format, bidder shall use standard format)

Table II.II

The top left corner of the first envelope shall be clearly marked as 'Technical Proposal -Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of Database Servers, Storages, Tape Library and Racks for Department of Immigration and Emigration-Open on

2nd Inner Envelope with the Financial Proposal:

FORM	DESCRIPTION
FIN-1	Financial Proposal Submission Form.
FIN-2	Price Schedule
FIN-3	Life Time Cost Details

Table II.III

The top left corner of the second envelope shall be clearly marked as

	"Financial Proposal - Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of Database Servers, Storages, Tape Library and Racks for Department of Immigration and Emigration -‘Do not Open’ Both the Technical Proposal and Financial Proposal must be enclosed in a single outer envelope. The top left corner of this outer envelope shall be marked as ‘Supply, Delivery, Installation, Integration, Data Migration Commissioning and Maintenance of Database Servers, Storages, Tape Library and Racks for Department of Immigration and Emigration’. Failure to submit the Technical Proposal and Financial Proposal in separate sealed envelopes, together with all required forms and supporting documents, in accordance with the instructions specified above, shall result in the rejection of the proposal. <u>Note:</u> <u>The bidder shall submit a ‘Soft Copy’ of the original bid together with the hard copy of the original bid</u>																		
ITB 13.1	Alternative or Option Bids shall not be considered. One bid is allowed for a bidder.																		
ITB 14.3	The Bidder shall submit a bid covering 100% of the quantities for all items included in this package, as outlined in the table below: <table><tr><th>Item No</th><th>Item</th><th>Quantity</th></tr><tr><td>I</td><td>Database Servers</td><td>04</td></tr><tr><td>II</td><td>Storages</td><td>02</td></tr><tr><td>III</td><td>Tape Library</td><td>02</td></tr><tr><td>IV</td><td>Racks</td><td>02</td></tr><tr><td>V</td><td>Related services(Installation, configuration, migration, oracle licenses, Support and maintenance...etc- Refer Volume II)</td><td>01</td></tr></table> Table II.IV	Item No	Item	Quantity	I	Database Servers	04	II	Storages	02	III	Tape Library	02	IV	Racks	02	V	Related services(Installation, configuration, migration, oracle licenses, Support and maintenance...etc- Refer Volume II)	01
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II	Storages	02																	
III	Tape Library	02																	
IV	Racks	02																	
V	Related services(Installation, configuration, migration, oracle licenses, Support and maintenance...etc- Refer Volume II)	01																	
ITB 15.1	In Sri Lankan Rupees (LKR)																		
ITB 17.3 (b)	Required, including Five (05) year’s comprehensive onsite warranty and one to one replacement. Two (02) – year post warranty period																		

ITB 18.1 (b)	Required as per details specified in the schedule of requirements.
ITB 19.1	Bid validity period shall be Hundred and Nineteen (119) days from the bid closing date. (For the period from 16.06.2026 to 13.10.2026)
ITB 20.1	The Bidder shall provide Bid Security in the form of bank guarantee (as per the format given in the Procurement documents) issued by a commercial bank operating in Sri Lanka approved by the Central Bank of Sri Lanka Bid security shall be issued in favor of: Controller General, Department of Immigration and Emigration, 5th Floor, “Suhurupaya”, Sri Subhuthipura Road, Battaramulla. Bid Security should submit in the given format. Alternative formats will not be accepted.
ITB 20.2	Bid Security shall be LKR Five Million only (Rs.5,000,000.00) Bid security shall remain valid for Twenty-Eight (28) days beyond the bid validity date (for the period from 16.06.2026 to 13.11.2026)
	D. Submission and Opening of Bids
ITB 22.2	Controller General Department of Immigration and Emigration, 05th Floor, “Suhurupaya”, Sri Subhuthipura Road, Battaramulla. Procurement of Supply, Delivery, Installation, Integration, Data Migration Commissioning and Maintenance of 04 No’s of Database Servers, 02 No’s of Storages, 02 No’s of Tape Library and 02 No’s of Racks for Department of Immigration and Emigration DIE/PRO/03/2025/35
ITB 23.1	2.00 p.m. on 16.06.2026
ITB 26.1	A pre-bid meeting will be held at 11.00 am on 23.06.2026 at the following address. Department of Immigration and Emigration, 07th Floor, “Suhurupaya”, Sri Subhuthipura Road, Battaramulla. The bids will be open immediately after the deadline for submission of bids.

ITB 35.3(d)	The adjustments shall be determined using the following criteria, from amongst those set out in Section III, Evaluation and Qualification Criteria (a) Deviation in Delivery schedule 0.5% deduction from Contract Value Per Week. (b) Deviation in payment schedule: No (c) Cost of Licensing cost and Post Warranty support Option ii is selected The life cycle cost (recurrent cost) shall be considered in the evaluation of the Bid Price. The recurrent costs shall be outlined by the Bidder in Section IV – ‘Recurrent Cost Details’ of the Bidding Forms. For evaluation purposes only, the net present value (NPV) of the net cash outflows over ten (10) years will be added to the Bid Price. The risk-free interest rate published by the Central Bank 28 days before the bid opening date shall be used for the NPV calculation
ITB 35.4	The following factors and methodology will be used for evaluation: i. Preliminary Evaluation (Step 01) (a) Compatibility with qualification criteria described in Section 3 (b) Completeness of bidding forms in section IV and schedules in section V (c) Eligibility of the bidder in accordance with IFB (d) Submission of duly signed Form of Bids and Schedules and (e) Submission of a power of attorney as per described in 11.1(j) (f) Compatibility with Schedules of Requirements (SOR) ii. Preliminary Evaluation (Step 02) This step applies only to the bidders who are qualified under Step 01. The Technical Proposal will be evaluated by awarding points as described in Section III - Evaluation criteria iii. Determination of Technically Qualified Bidders. The Bidder must obtain total technical score (T) for the proposal must be equal to or greater than 70% ($T \geq 70\%$). Proposals that fail to meet this requirement will be disqualified from further evaluation, and their Financial Proposals will be returned unopened iv. Price Proposal Evaluation The Price proposals shall be evaluated by adjusting arithmetic errors, Deviations in delivery schedule and life time cost

	v. Combined Evaluation The evaluation of responsive proposals will take into account technical factors, in addition to cost factors. An Evaluated Proposal Score (B) will be calculated for each responsive proposal using the following formula, which permits a comprehensive assessment of the proposal price and the technical merits of each proposal: $B \equiv \frac{P_{low}}{P} X + \frac{T}{T_{high}} (1 - X)$ where; P = Evaluated Proposal Price P_{low} = The lowest of all Evaluated Proposal Prices among responsive proposals T = The total Technical Marks awarded to the proposal T_{high} = The Technical Marks achieved by the proposal that was scored highest among all responsive proposals Weight of the evaluated Proposal Price (“X” in the evaluated Proposal Score formula) = 80% The proposal with the highest Evaluated Proposal Score (B) among responsive proposals shall be termed the Lowest Evaluated Proposal and is eligible for Contract award, provided the bidder consultants was pre-qualified and/or it was found to be qualified to perform the Contract in accordance with post qualifications requirements stipulated in the RFP
ITB 35.5	A. shall be applied - The lowest evaluated bid for all packages shall be considered for post qualification evaluation)
ITB 37.2	(i) The Bidder shall have an average annual turnover of at least LKR Seven Hundred fifty (750) Million or above for a period of last three (03) years (2022/23, 2023/24, 2024/25). (ii) The Bidder shall possess average working capital of (Current Assets - Current Liabilities) LKR Two Hundred and Fifty (250) Million or demonstrate access to or availability of financial resources, such as liquid assets, lines of credit, or other financial means, to meet the cash flow requirement of not less than LKR Two Hundred Fifty (250) million, net of the Bidder’s other commitments for this project. (iii) The Bidder shall submit the certified copies of Audited Financial Statements of the company for the last three (03) years (2022/23, 2023/24, 2024/25). the Employer may, at its own expense, and to the satisfaction of the Employer, require the Service Providers with the Lowest Evaluated Proposal to provide further information on the request to substantiate claims and information included in its Proposal. This information may be subject to audit and review by the Employer and may involve site

	visits/inspections, interview with the Service Provider's clients referenced in the proposal, and any other measures to verify if the Service Providers is capable of performing the contract. (iv) An affirmative post-qualification determination will be a prerequisite for award of the Contract to the Lowest Evaluated Service Providers. A negative determination will result in rejection of the Service Provider's proposal, in which event the Purchaser will proceed to the next lowest evaluated Service Providers to make a similar determination of that Service Provider's capabilities to perform satisfactorily (v) Manufacture Authorizationfor Hardware components and software licenses (vi) The Bidder shall declare ex-stock availability within Sri Lanka for all required hardware units, namely four (04) Servers, two (02) Storage Systems, two (02) Tape Libraries, and two (02) Racks. The proposal shall include the serial numbers of all declared units and the location at which the equipment is stored. The Bidder shall confirm that the equipment is available for physical inspection by the Department during the evaluation process. Any discrepancy between the declared serial numbers and the equipment presented for inspection, or the failure to provide serial numbers for any of the required hardware components, shall render the bid non-responsive and the proposal shall be rejected. Furthermore, upon written notification by the Department, the Bidder shall make the declared equipment available for physical inspection within two (02) working days. Failure to demonstrate the declared ex-stock availability within the stipulated period shall result in the rejection of the bid. All declared units shall be verified through post-submission physical inspection by the Department.
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Section III

Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders. It contains the criteria that the Purchaser use to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used. [The Purchaser shall select the criteria deemed appropriate for the procurement process, insert the appropriate wording using the samples below or other acceptable wording, and delete the text in italics]

Contents

1. Qualification Criteria (ITB 35.4)
2. Technical score assigning (ITB 35.4)
3. Evaluation Criteria (ITB 35.3 {d})
4. Evaluation Criteria (ITB 35.4)
5. Multiple Contracts (ITB 35.5)
6. Domestic Preference (ITB 34.1)
7. Post qualification Requirements (ITB 37.2)

1. Qualification Criteria.

(a) To be eligible for the award of the contract, the successful bidder shall not be blacklisted and shall not be subject to any legal restrictions imposed by any court.

(b) General Experiences

- i. The Bidder must have a minimum of five (05) years of experience in the supply, installation, Integration, Data Migration, Commissioning and maintenance of similar nature products.
- ii. The Bidder must operate at least one maintenance workshop or local parts depot, maintained by the principal, to ensure same-day or next-day hardware replacement. The facility must be owned and managed by the Bidder.
- iii. The Bidder shall submit the original registration certificate issued under the Public Contracts Act, No. 03 of 1987

(c) Specific Experience in contract of similar nature.

The Bidder should have completed two contracts of Supply, Installation, Integration, Commissioning and maintaining similar nature procurement including Data migrating supported by reference letters. The minimum value of each project must be not less than LKR hundred (100) million and project must have been completed within at least the last five (05) years prior to the Bid Submission Deadline.

(d) Quality and Security Requirements:

The proposed hardware manufacture shall certify with ISO 9001:2015 and bidder should have ISO 27001:2022

(e) Average Annual Turnover:

The bidder should have a minimum average annual turnover of LKR seven hundred and fifty (750) million, as evidenced by audited financial reports, within the last three (3) years

(f) Financial Resources:

The Bidder shall possess average working capital of (Current Assets -Current Liabilities) LKR Two Hundred and Fifty (250) Million or demonstrate access to or availability of financial resources, such as liquid assets, lines of credit, or other financial means, to meet the cash flow requirement of not less than LKR Four Hundred (400) million, net of the Bidder's other commitments for this project.

(g) **The proposed Solution**

The bidder's proposal should be able match the minimum cutover period of 2 hours to minimize the downtime.

2. Mandatory Technical Compliance (Pass/Fail)

The Bidder shall comply with all mandatory technical requirements specified in the Schedule of Requirements.

The following are key mandatory requirements:

- Compliance with minimum specification mentioned under section V
- Compliance with required system architecture and compatibility
- High Availability architecture with no single point of failure
- Data migration capability with near-zero data loss (RPO $\approx$ 0)
- Maximum allowable downtime during final cutover as specified
- Compliance with security and regulatory requirements

Bidders shall provide documentary evidence to demonstrate compliance.

Failure to comply with any mandatory technical requirement shall result in disqualification from further evaluation.

3. Detailed Technical Evaluation (100 Marks)

Only Bidders who have successfully passed the Preliminary Examination, Eligibility and Qualification requirements, and Mandatory Technical Compliance requirements shall be considered for detailed technical evaluation. **The detailed technical evaluation shall be carried out only on the basis of the information, documentary evidence, technical literature, BOQs, architecture diagrams, project plans, certifications, reference letters, and other material submitted by the Bidder as part of the Technical Proposal. No criteria other than those stated in this Section shall be used.**

The Technical Proposal shall be evaluated based on the following criteria:

In order to qualify for opening of the Financial Proposal, a Bidder shall obtain:an overall technical score of at least 70 out of 100.Any Bidder failing to satisfy either threshold shall be disqualified from further evaluation and its Financial Proposal shall be returned unopened.

3.1. Detailed Technical Scoring Matrix

Instructions: Bidder must enter the exact page number(s) from their proposal in the 'Bidder Page Ref' column. Evaluator scores each sub-criterion within the maximum points indicated.

No	Evaluation Criteria	What Evaluators Will Assess	Bidder Page Ref	MAX Points	Score Awarded
1	Tool Selection & Justification	Bidder must propose either Oracle GoldenGate / similar or Transportable Tablespaces with RMAN CONVERT as the migration tool. Clear technical justification for the chosen tool against the source Oracle 11.2.0.3 → target 19c/23ai migration path must be provided.		5	
2	Endian Conversion Handling	Explicit strategy for big-endian (AIX) → little-endian conversion documented. Verification process outlined (e.g. block-level checksums, row counts, hash comparisons).		10	
3	Data Consistency Mechanisms	Zero-data-loss approach described. Integrity checks (pre & post) identified.		5	
4	Downtime Guarantee & Penalties	Written commitment to ≤ 2-hour maximum production downtime.		5	
5	Cutover Runbook	Minute-by-minute step-by-step cutover plan (minimum 10 pages). Go / No-Go checkpoints and rollback triggers clearly stated. Time allocations per step provided.		5	
6	Parallel Running (Pre-Cutover & Post cutover)	Approach for opening the target for pre migration application functionality check & Approach for continuous synchronization to the source from the target (reverse replication for until no or go OAT confirmation)		10	
7	Rollback Strategy	Detailed rollback procedures with defined Recovery Time Objectives (RTO) and data preservation mechanisms.		5	
8	Risk Mitigation Plan	Identified top migration risks (minimum 5) with corresponding mitigation strategies and contingency plans.		5	
9	Business Continuity During Migration	Approach for maintaining critical immigration operations during unexpected outages or migration failures.		5	

10	Proven Oracle Migration Track Record with proposed tool	Minimum one (1) similar Oracle cross-platform migrations completed in the last 3 years using the same proposed tool. Documented case studies provided (project scope, tools used, outcome, downtime achieved, customer confirmation, OAT).		10	
11	Project Manager Qualifications	Proposed PM holds PMP, PRINCE2 Practitioner or equivalent. CV and relevant project history provided.		3	
12	Oracle DBA / Migration Specialists	Lead DBA holds Oracle Certified Professional (OCP) or higher. Evidence of hands-on Oracle 11g → 19c/23ai migration experience.		3	
13	Team Composition & Availability	Full team structure with roles, responsibilities, and % time commitment to this project. CVs of all key personnel appended.		2	
14	Multi-Tiered Backup Strategy	Full, incremental, and differential backup schedule with retention policies and automated scheduling documented.		5	
15	Granular Recovery Capabilities	Recovery options at database, tablespace, and table level. Rapid recovery technology (e.g. flashback, RMAN) explained.		5	
16	Replication Lag Monitoring	Tools and dashboards used to monitor replication health and latency in real time.		2	
17	Automated Alerting & Escalation	Alert thresholds, on-call response times, and escalation matrix documented.		2	
18	Realistic & Comprehensive Schedule	Gantt chart or equivalent from hardware delivery through to production handover. All phases (assessment, build, test, migration, stabilisation) clearly shown.		3	
19	Resource Allocation Plan	Staffing plan showing team composition, individual roles, and time commitments by phase.		3	
20	Communication & Reporting Plan	Stakeholder communication strategy including reporting frequency, format, and escalation procedures.		2	
21	UAT Plan	User Acceptance Testing plan with test scenarios specific to immigration database functionality.		5	

Table III.I

4. Evaluation Criteria (ITB 35.3 (d))

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

(a) Delivery schedule 27

The Goods and related services specified in the List of Goods and related services are required to be delivered within the acceptable time range (after the earliest and before the final date, both date inclusive) specified in Section V, Delivery schedule. No credit will be given to deliveries before the earliest date, and bids offering delivery after the final date shall be treated as non responsive. Within this acceptable period, as adjustment, as specified in BDS Sub-Clause 35.3(d), will be added, for evaluation purposes only, to the bid price of bids offering deliveries later than the "Earliest Delivery Date" specified in Section V, Delivery Schedule.

(b) Deviation in payment schedule.(insert 1 of the following)

(I) Bidders shall state their bid price for the payment schedule outline In the Contract Data. Bid shall be evaluated on the basis of this base price. Bidders are, however, permitted to state and alternative payment schedule and indicate the reduction in bid price they wish to offer for such alternative payment schedule. The Purchaser may consider the alternative payment schedule and the reduced bid price offered by the Bidder selected on the basis of the base price for the payment schedule out lined in the Contract Data.

Or

(II) The Contract Data stipulate the payment schedule specified by the purchaser. If a bid deviates from the schedule and if such deviation is considered acceptable to purchaser, the bid will be evaluated by calculating interest earned for any earlier payments involved in the terms out lined in the bid as compared with those stipulated in the Contract Data, at the rate per annum specified in BDS Sub-Clause 35.3(d).

(c) Cost of major replacement components, mandatory spare parts, and Service. [Insert one of the following]

(i) The list of items and quantities major assemblies, components and selected spare parts, likely to be required during the initial period of operation specified in the BDS Sub-Clause 17.3, is in the List of Goods. And adjustment equal to the total cost of these items, at the unit prices quoted in each bid, shall be added to the bid price, for evaluation purposes only. At quantities

Or

(ii) The Purchaser will draw up a list of high - usage and high - value items of components and spare parts, along with estimated quantity of usage in the initial period of operation specified in the BDS Sub-Clause 17.3. The total cost of these items and quantities will be computed from spare parts unit prices submitted by the bidder and added to the bid price, for evaluation purposes only.

(d) Specific additional criteria

Other specific additional criteria to be considered evaluation and the evaluation method shall be detailed in BDS Sub-Clause 35.3 (d)]

5. Evaluation criteria (ITB 35.4)

The following factors and methodology will be used for evaluation:

- i. Fulfilling qualification criteria outlined in Invitation for Bids (IFB)
- ii. Duly signing and completeness of bid submission and supported by Power of Attorney for authorizing signing the bid submission and other bidding forms and schedules
- iii. Completeness of bidding forms in section IV and Schedules in section V
- iv. Availability of Bid Security as per ITB clause 20
- v. Compatibility with Schedules of Requirements (SORs)
- vi. Compatibility with International Standards.
- vii. Brochures to comply with the technical specifications and complimentary training facilities provided by the bidders on handling the equipment.
- viii. Price and discounts offered by the Bidder.
- ix. Spare parts availability in next 10 years
- x. Submission of additional documents mentioned in the ITB 11.1 (e)
- xi. Delivery period. (The exact delivery period should be clearly indicated and conditional bids shall not be accepted. The false indication shall cause for forfeiting performance bond without granting an y delivery extension)
- xii. Facilitation of training
- xiii. Warranty Period
- xiv. Manufacture Authorization

6. Multiple Contract (ITB 35.5)

The Purchaser shall award multiple contracts to the bidder that offers the lowest evaluated combination of bids (one contract per bid) and meets the post -qualification criteria (this Section III, Sub-Section ITB 37.2 post- Qualification Requirements)

The Purchaser shall:

- (a) Evaluate only lots or contracts that include at least the percentages of items per lot and quantity per item as specified in ITB Sub -Clause 14.8

- (b) Take into account:
 - (i) the lowest - evaluated bid for each lot and
 - (ii) the price reduction per lot and the methodology for its application as offered by the Bidder in its bid”

7. **Post qualification Requirements (ITB 37.2)**

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 only the requirements specified. Requirements not included in the text below shall not be used in the evaluation of the Bidders qualification.

- (a) **Financial Capability**
The Bidders shall furnish documentary evidence that it meets the following financial requirement (s): *[list the requirement (s)]*
- (b) **Experience and Technical Capacity**
The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirements (s): *[list the requirement (s)]*
- (c) The Bidder shall furnish documentary evidence to demonstrate that the Goods its offers meet the following usage requirement: *[list the requirement (s)]*

8. **Domestics preference (ITB 34.1)**

If the Bidding Data Sheet show specifies, the Purchaser will grant a margin of preference to Goods manufactured in Sri Lanka for the purpose of bid comparison, in accordance with the procedure out lined in subsequent paragraphs.

Bids will be classified in one of three groups, as follows:

- (a) **Group A:** Bids offering Goods manufactured in Sri Lanka, for which
 - (i) labor, raw materials, and components from within Sri Lanka account for more than thirty (30) percent of the price quoted; and
 - (ii) the production facility in which they will be manufactured or assembled has been engaged in manufacturing or assembling such Goods at least since the date of bid submission.
- (b) **Group B:** All other bids

All evaluated bids in each group will then be compared to determine the lowest evaluated bid of each group. Such lowest evaluated bid shall be compared with each other and if as a result of this comparison a bid from Group A, it shall be selected for the award.

If, as a result of the preceding comparison, the lowest evaluated bid is from Group B, all Group B bids will then be further compared with the lowest evaluated bid from Group A, after adding to the evaluated bid price of Goods offered in the bid for Group B, for the purpose of the further comparison only and amount equal to..... % of the bid price.²⁸

²⁸For GOSL funded projects select 20 and **WB** or **ADB** funded project select 1

Section IV

Bidding Forms

Technical Proposal – Standard Forms

LIST OF REQUIRED FORMS OF TECHNICAL PROPOSAL

FORM	DESCRIPTION
TECH - 1	Technical Proposal Submission Form.
TECH - 2	Bidders Information Sheet
TECH - 3	Bidder's firm experiences
TECH - 4	Suggestion on Specifications
TECH - 5	Description of the Approach, Methodology, and Work Plan for Performing the Assignment
TECH-6	Details of Proposed Solution
TECH- 7	Work Schedule of Supply, Delivery, Installation, Integration, Commissioning, Training and Maintenance
TECH- 8	Functional and Non-Functional Compliance Sheet <i>Refer: Supplementary (Section V) Schedule of Requirement</i>
TECH - 9	Team composition, assignments, and Key professional staff inputs
TECH - 10	Curriculum vitae of Professional Staff
TECH - 11	Staffing Schedule
TECH - 12	Regular Maintenance Schedule
TECH - 13	Corrective Maintenance Schedules
TECH - 14	Annual Turnover and Working Capital
TECH - 15	Proposal Security (Bid Security)
TECH - 16	Manufacture Authorization
TECH - 17	Non collusion Declaration
TECH - 18	Power of attorney (no preset format, bidder shall use standard format)
Note: 1. These forms shall be completed properly and place them in the envelop marked 'Technical Proposal' 2. All pages of the original Technical and Financial Proposal shall be initiated by the same authorized representative of the Bidder who signs the Proposal	

Table IV.I

FORM TECH-1
TECHNICAL PROPOSAL SUBMISSION FORM
Department Procurement Committee

Date:

IFB No: DIE/PRO/03/2025/35

Procurement of Supply, Delivery, Installation, Integration, Commissioning and Maintenance of Database Servers, Storages and Racks for Department of Immigration and Emigration

To: Controller General,

Department of Immigration and Emigration

Sri Lanka Standards Institution

5th Floor, "Suhurupaya",

Sri Subhuthipura Road,

Battaramulla,

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Procurement Document, including Addenda issued in accordance with Instructions to Bidders (ITB) 11.
- (b) We offer to ***Procurement of Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of Database Servers, Storages, Tape Library and Racks in the Department of Immigration and Emigration***, in conformity with the Procurement 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 Procurement 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 Procurement Documents.
- (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;

Authorized Signature: _____

Name of the Title of Signatory: _____

Name of Consultancy Organization: _____

Address: _____

Official Seal

FORM TECH - 2
BIDDERS INFORMATION SHEET

All Bidders whether they be individual firms, for highly specialized components of the Software, Products and/or Services, which are RFP, must complete the information in this form. All Bidders that complete this sheet should also complete the further Qualification Forms provided in this section.

Please note that a written authorization needs to be attached to this sheet as required by ITB 11

☐ Bidder's Information	
Bidder's legal name	
In case of JV, legal names of each partner	Name of the Lead Partner:
	Name of the other Partner
Bidder's actual or intended country of registration	
Bidder's year of registration	
Bidder's legal address in country of registration	
ISO 9001:2015 and ISO 27001 Issuing dates and Issuing Agencies. Certified certificates Must be attached	
Bidder's authorized representative (name, address, telephone numbers, fax numbers, e-mail address)	
Attached are copies of the following original documents. (a) Attached are copies of the following original documents. (b) 1. In case of single entity, articles of incorporation or constitution of the legal entity named above. (c) 2. Authorization to represent the firm or JV named in above. (d) 3. In case of JV, letter of intent to form JV or JV agreement, 4. Business Registration, ISO Certificates	

Table IV.II

Authorized Signature: _____

Name of the Title of Signatory: _____

Official Seal

FORM TECH - 3
BIDDER'S EXPERIENCE

1. List only previous similar assignments successfully completed in the last **05** years.
2. Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment. Use maximum of 20 pages.

Assignment Name	Approx. value of the contract:
Country; Location within country;	Duration of the assignment (months)
Name of Client;	Total Number of staff-months of assignment:
Address;	Approximate value of services provided by your firm under the contract;
Start date (month/year) Completion date (month/year)	Number of professional staff-months provided by associated Bidders:
Name of associated Bidders, if any;	Name of senior professional staff of your firm involved and function performed (indicate most significant profiles such as Project Director/ Coordinator, Team Leader)
Narrative description of Similar nature project	
Description of actual services provided by your staff within the assignment:	
The Letter of completion and Letter of acceptance shall be attached	

Table IV.III

Authorized Signature: _____

Name of the Title of Signatory: _____

Official Seal

FORM TECH - 4
COMMENTS AND SUGGESTIONS ON THE SCHEDULES OF REQUIREMENT
(SPECIFICATIONS)

Form TECH-4: comments and suggestions on the Schedules of Requirements that could improve the quality / effectiveness of the Contract; for counterpart and Staff facilities which are provided by the Client, including: administrative support, office space, local transportation, equipment, data, etc.

Specifications

[Present and justify here any modifications or improvements to Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities.) Such suggestions should be concise and to the point, and incorporate in your Bid.]

Authorized Signature: -----

Name of the Title of Signatory:-----

Official Seal

FORM TECH- 5
DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN
RESPONDING TO THE TERMS OF REFERENCE

Form TECH-5: Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal to meet requirements of Section VI TOR (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

Technical Approach and Methodology:

In this chapter you should explain your technical understanding of the objectives of the contract. You should highlight the problems being addressed and their importance and explain the technical approach for completing requirements highlight in Schedule of Requirements 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. Your Technical Approach and Methodology should also comprehensively cover the following areas (Refer section IV details marks allocation in evaluation criteria).

- i. Compliance with functional and non-functional requirement
- ii. Technical Compliance and Capability
- iii. High Availability and Disaster Recovery Solution
- iv. Implementation Plan and Project Management
- v. Qualifications, experiences and staffing the key persons

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.

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.

Support and Maintenance

In this chapter you should propose the approach for 5 years support and maintenance of the system, to meet the objectives of the DEI 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.

FORM TECH-06

Details of Proposed Product Information

The Service Provider shall provide complete details of the proposed server infrastructure solution, including all hardware, software, storage, backup, virtualization, cybersecurity, and related components proposed for the Department of Immigration and Emigration (DIE) airport operations system. The Service Provider shall also submit Manufacturer's Authorization using Form TECH-16 – Manufacturer's Authorization.

SN	Required Information	Service Provider's Responses
1. General Information		
1.2	Name of the Proposed Solution	
1.3	Name of Manufacturer / Principal Vendor	
1.4	Country of Origin	
1.5	Model Number and Product Series	
1.6	Year of First Release	
1.7	Current Version / Model and Release Year	
1.8	Number of Years in Continuous Global Use	
1.9	Number of Active Deployments Worldwide	
1.10	Number of Deployments in Government Organizations	
1.11	Number of Deployments in Airport / Immigration / Border Control Environments	
2. Server Infrastructure Details		
2.1	Proposed Server Type (Rack/Blade/Tower)	
2.2	Processor Details and Performance	
2.3	Memory Capacity and Scalability	
2.4	Storage Capacity and Type	

2.5	Storage Expandability	
2.6	RAID Support and Configuration	
2.7	Network Interface Specifications	
2.8	Redundant Power Supply Availability	
2.9	High Availability and Failover Features	
2.10	Virtualization Support	
2.11	Backup and Recovery Features	
2.12	Tape Library Compatibility	
2.13	Rack and Data Centre Compatibility	
2.14	Minimum Cut Over Period	
3. Software and Operating Environment		
3.1	Operating System Compatibility	
3.2	Database Compatibility	
3.3	Virtualization Platform Compatibility	
3.4	System Monitoring and Management Tools	
3.5	Remote Administration Capability	
3.6	Firmware and Security Update Support	
4. Security and Compliance (Yes/No Responses)		
4.1	ISO/IEC Compliance	
4.2	Cybersecurity Compliance Standards	
4.3	Data Encryption Support	
4.4	Role-Based Access Control	
4.5	Audit Logs and Monitoring	
4.6	Intrusion Detection / Prevention Support	

4.7	Secure Boot and Hardware Security Features	
4.8	Data Backup and Disaster Recovery Support	
4.9	Compliance with Government Security Requirements	
4.10	Other (Specify)	
5. Implementation and Support Services		
5.1	Supply and Delivery Services	
5.2	Installation and Configuration Services	
5.3	Data Migration Support	
5.4	Integration with Existing Systems	
5.6	Testing and Commissioning	
5.7	Training Services	
5.8	Warranty Period	
5.9	Technical Support Availability	
5.10	Preventive Maintenance Services	
5.11	Service Level Agreement (SLA) Support	

Table IV.IV

Authorized Signature: -----

Name of the Title of Signatory: -----

Official Seal

FORM TECH-7

WORK SCHEDULE OF SUPPLY, DELIVERY, INSTALLATION, INTEGRATION, COMMISSIONING, TRAININGAND MAINTENANCE

N°	Task	W											
		1	2	3	4	5	6	7	8	9		n	TOT AL

Table IV.V

Related Task for Supply, Delivery, Installation, Integration, Commissioning, Training and Maintenance including reports

- ¹ Indicate all main activities of the assignment, including delivery reports (e.g. inception, interim, and final report), and other benchmarks such as Client's approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- ² Duration of activities shall be indicated in a form of a bar chart.

Authorized Signature: _____

Name of the Title of Signatory: _____

Official Seal

FORM TECH-9
TEAM COMPOSITION, ASSIGNMENT, AND KEY PROFFESIONAL STAFF INPUTS

<u>Professional Staff</u>				
Name of staff	Firm	Area of Expertise	Position Assigned	Task Assigned

Table IV.VI

Bidder shall provide the details of Key Professional Staff who responsible to task described in work plan

Authorized Signature: -----

Name of the Title of Signatory: -----

Official Seal

FORM TECH- 10
(CONTINUED)
CURRICULUM VITAE (CV)

Position Title and No.	
Name of Firm:	
Name of Expert:	
Date of Birth:	
Nationality:	

Table IV.VII

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Summary of activities performed relevant to the Assignment
[e.g., May 20015-present]	Name of assignment or project Location Client Contact details of the Client Main features of the project Position held	

Table IV.VIII

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work):

Expert's contact information: (e-mail....., phone.....)**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

{ day/month/year }

 Name of Expert

Signature

Date

{ day/month/year }

 Name of authorized
Representative of the Bidder
(the same who signs the
Proposal)

Signature

Date

Note: Copies of certified certificates to prove qualifications shall be attached

FORM TECH-11
STAFFING SCHEDULE¹

N°	Name of staff	Staff input (in the form of a bar chart) ²													Total time-input (in Months)			
		Position		T - 1		T - 2		T- 3		T4						Office	Field	Total
1	Oracle Certified Professional (OCP)																	
4	Oracle Database Data Guard Administrator (OCE)																	
5	Oracle Database RAC and Grid Infrastructure Administrator																	
											Subtotal							

Table IV.IX

Full time input

Part time input



1. For Professional staff, the input should be indicated individually; for Support staff it should be indicated by category (e.g.; draftsmen, clerical staff etc.)
2. Months are counted from the start of the assignment. For each staff indicate separately staff input for office and field work

FORM TECH – 12

A - Regular Maintenance

Bidders shall explain nature of conducting regular maintenance for next 07 years

Criteria	Year (After handing over the System)		
	1 st	2 nd	3 rd
Frequency of Updates Schedule for routine updates to ensure the software remains current with the latest features and security patches			
System Health Checks Regular inspections of the software's performance and stability			
Preventive Measures Implementation of proactive measures to prevent potential issues.			
User Support Availability of helpdesk support for troubleshooting and queries			
Training Sessions Periodic training for users to stay updated on new features and best practices.			
Periodically licenses updates			
Do you charge for the maintenance of the System including licensing? Yes/No			
Responsibilities of Expertise			

Table IV.X

Criteria	Year (After handing over the System)			
	4 th	5 th	6 th	7 th
Frequency of Updates Schedule for routine updates to ensure the software remains current with the latest features and security patches				
System Health Checks Regular inspections of the software's performance and stability				
Preventive Measures Implementation of proactive measures to prevent potential issues.				
User Support Availability of helpdesk support for troubleshooting and queries				
Training Sessions Periodic training for users to stay updated on new features and best practices.				
Do you charge for the maintenance of the System Yes/No				
Responsibilities of Expertise				

Table IV.X

Note: Annual maintenance agreements with any fees going to be charged shall be submitted with proposal

FORM TECH-13

Corrective Maintenance

Bidder shall explain corrective maintenance arrangements proposal for next 10 years under each of following chapters.

- a. Duration for accessing on first notice by employer
- b. Expertise going to be employed
- c. Duration for overcoming system faults
- d. Methods of charges calculations

FORM TECH-14

Annual Turnover and Working Capital

Year	Turnover LKR	Working Capital On the last day of financial reporting year LKR
2020-2021		
2011-2022		
2022-2023		
2023-2024		
2024-2025		

Table IV.XI

Authorized Signature:

Name of the Title of Signatory:

Official Seal

Note: Audited financial statements shall be submitted with Technical Proposal

FORM TECH-15

Bid Security Guarantee

(This Bank Guarantee form shall be filled in accordance with the instructions indicated in brackets)

---(Insert issuing agency's name and address of issuing branch or office) -----

* Beneficiary: *Controller General, Dept. of Immigration & Emigration,
Suhurupaya, Sri Subhuthipura Road, Battarmulla,*

Date *----- (Insert (by issuing agency) date)*

Bid Guarantee No.: *.....*

We have been informed that) (Hereinafter called "the Bidder") has submitted to you his bid dated -----*(insert (by issuing agency) date) (hereinafter called "the Bid")* for the supply of..... *(Insert name of Supplier)* under Invitation for Bids No. ----- *(insert IFB number)* ("IFB")

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

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

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

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

(Signature (s) of authorized representative(s))

*****Bid guarantee should submit in the given format. Alternative formats are not be accepted**

FORM TECH-16

Manufacturer's Authorization

(Bidder shall submit Two Manufacturer's Authorization for Hardware components and Software components)

(The Bidder shall require the Principal Manufacturers of Hardware component and Software License components to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Principal Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Principal Manufacturer. The Bidder shall include it in his bid, if so, indicated in the BDS.)

Date: No:

To:

WHEREAS

Wewho are official
Manufacturers ofhaving factories at
.....do hereby authorize
.....to submit a bid the purpose of which is to
provide the following Goods, Manufactured by us
.....
.....
..... and to subsequently negotiate
and sign the Contract.

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

Signed:

Name:

Title:

Duly authorized to sign this Authorization on behalf of:

Date On Day of

FORM TECH-17

Non-collusion Declaration

I, the undersigned bidder/ bidder's representative/ bidder's agent, honestly, truthfully and
Solemnly declare that;

(a) I, nor any other member, agent or representative of the firm/ company/ corporation/ partnership/ sole proprietorship that I represent, have entered into any combination, collusion or similar agreement with any person in connection with the prices to be submitted by any person with respect to the invitation for bid;

(b) I, nor any person who represents me have acted to prevent any person from submitting a bid or to induce any person to refrain from submitting a bid in connection with the intention for bid (Bid No.);

(c) This bid is not submitted in collusion with any other bid and is not made pursuant to any agreement, understanding or association with any other person in relation to such bid.

I declare that, I have not received and will not accept any discount, fee, reward, commission or anything of value, directly or indirectly, from any person, company or corporation in connection with the submission of this bid.

I further declare that, I have not given and will not give any discount, fee, reward, commission or anything of value, directly or indirectly, to any person, company or corporation in connection with the submission of this bid.

I, taking full responsibility for ensuring the absence of collusion, hereby pledge to abide by fair and ethical competitive practices throughout the entire procurement process and to fully comply with the relevant Procurement Guidelines issued by the National Procurement Commission.

I hereby declare that all the statements made by me above are true and correct.

.....

Signature of the Declarant

FORM TECH-18

Power of attorney

***(No preset format, bidder shall use standard
format)***

Financial Proposal - Standard Forms

{*Notes to Bidder* shown in brackets { } provide guidance to the Bidder to prepare the Financial Proposals; they should not appear on the Financial Proposals to be submitted.}

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

- FIN-1 Bid Submission Form
- FIN-2 Price Schedule
- FIN-3 Life time Cost (Recurrent Cost) details
- FIN-4 Schedule of Rates for Future Upgrades (For Reference Purposes Only and Not Considered in Bid Evaluation)

FIN-1

Bid Submission Form

Date .../.../2026

No: DIE/PRO/03/2025/35

To: Chairman
Department Procurement Committee
Department of Immigration and Emigration
5th Floor, "Suhurupaya",
Sri Subuthipura Road, Battarmulla

We, the undersigned, declare that:

- a) We have examined and have no reservations to the Procurement documents, including Addenda No (Insert the number and issuing date of each Addendum);
- b) We offer to Procurement of Supply, Delivery, Installation, Integration, Commissioning and Maintenance of **04 Nos. of Database Servers, 02 Nos. of Storages, 02 Nos. of Tape Library and 02 Nos. of Racks** including all costs associated with a comprehensive five-year warranty and support period
- c) The total price of our Bid without VAT, including any discounts offered is; [*insert the total bid price in words and figures*];
-
-
-
- d) The total price of our Bid including VAT, and any discounts offered is: [*insert the total bid price in words and figures*];
-
-
-
- e) Our bid shall be valid for the period of time specified in ITB Sub-Clause 19.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 23.1, and it shall remain binding upon us and 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 ITB clause 42 and GCC Clause 17 for the due performance of the Contract;

- g) We have no conflict of interest in accordance with ITB Sub-Clause 4.2;
- h) Our firm, its affiliates or subsidiaries-including any subcontractors or suppliers for any part of the contract-has not been declared blacklisted by the National Procurement Agency;
- i) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a bidding contract between us, until a formal contract is prepared and executed.
- j) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed

In the capacity of

Name:

Duly authorized to sign the bid for and behalf of:

Date on.....

FIN-2

Price Schedule

(Refer ITB Clause 14)

Cost Item		Database Servers	Storages	Tape Library	Racks	Total
A.	Quantity in Units	04	02	02	02	
B.	Unit Cost LKR					
C.	Unit Cost in USD					
D.	Total Cost LKR					
E.	Transportation Cost LKR					
F.	Related Service (Installation, integration, data migration and commissioning, local support and maintenance for first 5 years) Cost LKR					
G.	Oracle Licensing Cost -Database Enterprise edition					
H.	Oracle Licensing Cost -RAC					
I.	Any other Cost LKR					
J.	SSCL and alltaxes other than VAT					
K.	VAT					
L.	Less Any Discount					
M.	Total					
N.	Total cost without VAT(L-J)					

Table PS.1

.....
Authorized signatory

.....
Date

Table PS.2

Table PS.3

FIN-3

Life Time (Recurrent Cost) Cost Details

- *Life time cost shall be calculated for 07 years for from the date of opening the Bid.*
- *Bidder should complete this schedule and submit with the bid*
- *Failure to submit this form with the required details will result in rejection of the bid*

Item	Cost USD						
	1 st	2 nd	3 rd	4 th	5 th	6 th	7 th
Existing 10 Database Enterprise Licensing Cost							
New Database Enterprise Licensing Cost							
Oracle RAC Licensing Cost							
Post Warranty							
Local Support (LKR)							
Warranty (Rupee& USD Rate)							
Total							

Table L.1

Name of Signature

Signature

Date

Company Seal

Note: The present value of this Life Time Cost will be included in the bid price. The risk-free interest rate, as published by the Central Bank of Sri Lanka on the bid opening date, will be used for this calculation.

2. The bidder must agree to supply spare parts and services at the prices specified in the table above

FIN-4
Schedule of Rates for Future Upgrades (For Reference Purposes Only and Not Considered in Bid Evaluation)

Unit rate cost for future upgrades (If the Department requires an upgrade of RAM or storage within the warranty period)

Item	Size	Unit Price without VAT LKR	Unit Price in USD
RAM	256 GB		
Hard Disk	1TB (raw)		
Total (In rupees)			

Name of Signature

Signature

Date

Company Seal

Section VI

Conditions of Contract

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Conditions of Contract

1. Definitions

1.1 the following words and expressions shall have the Meaning hereby assigned to them:

- (a) “Contract” means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- (b) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.
- (c) “Contract Price” means the price payable to the Supplier as specified in the Contract Agreement subject to such additions and adjustments There to or Deductions there from, as may be made pursuant to the Contract.
- (d) “Day” means calendar day.
- (e) “Completion” means the fulfillment of the supply of Goods to the Destination specified and completion of the Related Services by the Supplier in accordance with the terms and conditions set forth in the Contract.
- (f) “GCC” means the General Conditions of Contract.
- (g) “Goods” means all of the commodities, raw materials, machinery and equipment, and/or other materials that the Supplier is required to supply to the Purchaser under the Contract.
- (h) “Purchaser” means the entity purchasing the Goods and Related Services, as specified in the Bid Data Sheet.
- (i) “Related Services” means the services incidental to the supply of goods, such as insurance, installation, training and initial maintenance and other such obligations of the Supplier under the Contract.
- (j) “Subcontractor” means any natural person, private or government entity, or a combination of the above, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier.
- (k) “Supplier” means the nature person, or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Contract Agreement.

2. Contract Documents

2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.

3. Fraud and Corruption

3.1 The Government of Sri Lanka requires the purchaser as well as bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contract. In pursuit of this policy:

- (i) “corrupt practice” means offering, giving, receiving, or soliciting, directly or indirectly of anything of value to influence the action of a public official in the procurement process or in contract execution;
- (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 practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the establish Purchaser to bid prices at artificial, noncompetitive levels; and
- (iv) “coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of contract.

4. Interpretation

4.1 If the context so requires it, singular means plural and vice versa.

4.2 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations, and agreements (whether written or oral) of the parties with respect thereto made prior to the date of Contract.

4.3 Amendment

No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.

4.4 Severability

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.

5. Language

5.1 The contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier and the Purchaser, shall be written in English language. Supporting documents and printed literature that are part of the contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified, in which case, for purposes of interpretation of the contract, this translation shall govern.

5.2 The Supplier shall bear all costs of translation to the Governing language and all risks of the accuracy of such translation, for documents provided by the Supplier.

6. Joint Venture, Consortium

- 6.1 If the Supplier is a joint venture, consortium, or association all of the parties shall be jointly and severally liable to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.

7. Eligibility

- 7.1 All goods supplied under this contract shall be complied with applicable standards stipulated by the Sri Lanka Standards Institution. In the absence of such standards, the Goods supplied shall be complied with other internationally accepted standards, such as British Standards & American Standards etc. and bidder should be IT related company. and also, goods should be reputed brand.

8. Notices

- 8.1 Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the Contract Data. The term “in writing” means communicated in written form with proof of receipt.
- 8.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

9. Governing Law

- 9.1 The Contract shall be governed by and interpreted in Accordance with the laws of the Democratic Socialist Republic of Sri Lanka.

10. Settlement of Disputes

- 10.1 The Purchaser and the Supplier shall make every effort to Resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 10.2 If, after twenty-eight (28) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract. Arbitration proceedings shall be conducted in accordance with the Arbitration Act No: 11 of 1995.
- 10.3 Notwithstanding any reference to arbitration herein,
- (a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and
 - (b) the Purchaser shall pay the Supplier any monies due the Supplier.

11. Scope of Supply

- 11.1 The Goods and Related Services to be supplied shall be as specified in the Schedule of Requirements.

12. Delivery and Documents

- 12.1 Subject to GCC Sub-Clause 32.1, the Delivery of the Goods and Completion of the Related Services shall be in accordance with the Delivery and Completion Schedule specified in the Schedule of Requirements.

13. Supplier's Responsibilities

- 13.1 The Supplier shall supply all the Goods and Related Services included in the Scope of Supply in accordance with GCC Clause 11, and the Delivery and Completion Schedule, as per GCE Clause 12.

14. Contract Price

- 14.1 Prices charged by the Supplier for the Goods supplied and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier in his bid.

15. Terms of Payment

- 15.1 The Contract Price, shall be paid as specified in the Bid Data Sheet
- 15.2 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the Goods delivered and Related Services Performed, and by the documents submitted pursuant to GCC Clause 12 and upon fulfillment of all other obligations stipulated in the Contract.
- 15.3 Payments shall be made promptly by the Purchaser, but in No case later than twenty-eight (28) days after submission of an invoice or request for payment by the Supplier, and after the Purchaser has accepted it.

16. Taxes and Duties

- 16.1 The Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.

17. Performance Security

- 17.1 If required as specified in the Contract Data, the Supplier shall, within fourteen (14) days of the notification of contract award, provide a performance security of Ten percent (10%) of the Contract Price for the performance of the Contract.
- 17.2 The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- 17.3 As specified in the Contract Data, the Performance Security, if required, shall be in Sri Lanka Rupees and shall be in the format stipulated by the Purchaser in the Contract Data, or in another format acceptable to the Purchaser.

- 17.4 The Performance Security shall be discharged by the Purchaser and returned to the Supplier not later than twenty-eight (28) days following the date of Completion of the Supplier's performance

18. Copyright

- 18.1 The copyright in all drawings, documents, and other materials containing data and information furnished to the Purchaser by the Supplier herein shall remain vested in the Supplier, or, if they are furnished to the Purchaser directly or through the Supplier by any third party, including suppliers of materials, the copy right in such Materials shall remain vested in such materials shall remain vested in such third party.

19. Confidential Information

- 19.1 The Purchaser and the Supplier 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, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the Supplier may furnish to its Subcontractor such documents data, and other information receives from the Purchaser to the extent required for the Subcontractor to perform his work under the Contract, in Which event the Supplier shall obtain from subcontractor an under taking of confidentiality similar to that imposed on the supplier under GCC Clause 19.
- 19.2 The Purchaser shall not use such documents, data, and other information received from the Supplier for any purpose unrelated to the contract. Similarly, the Supplier shall not use such documents, data, and other information received from the Purchaser for any purpose other than performance of the Contract.
- 19.3 The above provisions GCC Clause 19 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.
- 19.4 The provisions of GCC Clause 19 shall survive completion or termination, for whatever reason, of the Contract.

20. Subcontracting

- 20.1 The Supplier shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in the bid. Such notification, in the original bid or later shall not relieve the Supplier from any of its obligations, duties, responsibilities, or liability under the Contract.
- 20.2 Subcontracts shall comply with the provisions of GCC clauses 3 and 7.

21. Specifications and Standards

- 21.1 Technical Specifications Drawings;

- (a) The Goods and Related Services supplied under This Contract shall conform to the technical specifications and standards mentioned in section IV, Schedule of Requirements and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standard shall be equivalent or superior to the official standards whose application is appropriate to the Goods' country of origin.
- (b) The supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
- (c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the Schedule of Requirements. During Contract execution, any changes in such codes and standards shall be applied only after approval by the purchaser and shall be treated in accordance with GCC Clause 32.

22. Packing and Documents

- 22.1 The supplier shall pack the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.

23. Insurance

- 23.1 Unless otherwise specified in the Contract Data, the Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery.

24. Transportation

- 24.1 Unless otherwise specified in the **Contract a**, responsibility for arranging transportation of the Goods shall be a responsibility of the supplier.

25. Inspections and Tests

- 25.1 The Supplier shall at its own expense and at no cost to the Purchaser carry out all such tests and/or inspections of the Goods and Related Services as are specified in the Contract Data.
- 25.2 The inspections and tests may be conducted on the premises of the Supplier or its Subcontractor, at point of delivery, and/or at the Goods' final destination, or in another place as specified in the Contract Data. Subject to CC Sub-Clause 25.3, if conducted on the premises of the Supplier or its Subcontractor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.
- 25.3 The Purchaser or its designated representative shall be entitled to attend the tests and/or inspections referred to in CC Sub-Clause 25.2, provided that the Purchaser bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.
- 25.4 Whenever the Supplier is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Purchaser. The Supplier shall

obtain from any relevant third party or manufacturer any necessary permission or consent to enable the Purchaser or its designated representative to attend the test and/or inspection.

- 25.5 The Purchaser may require the Supplier to carry out any test and/or inspection not required by the Contract but deemed necessary to verify that the characteristics and performance of the Goods comply with the technical specifications' codes and standards under the Contract, provided that the Supplier'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 impedes the progress of manufacturing and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Delivery Dates and Completion Dates and the other obligations so affected.
- 25.6 The Supplier shall provide the Purchaser with a report of the results of any such test and/or inspection.
- 25.7 The Purchaser may reject any Goods or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Purchaser, and shall repeat the test and/or inspection, at no cost to the Purchaser, upon giving a notice pursuant to CC Sub-Clause 25.4.
- 25.8 The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Purchaser or its representative, nor the issue of any report pursuant to CC Sub-Clause 25.6, shall release the Supplier from any warranties or other obligations under the Contract.

26. Liquidated Damages

- 26.1 Except as provided under GCC Clause 31, if the Supplier fails to deliver any or all of the Goods by the Date (s) of delivery or perform the related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price.

27. Warranty

- 27.1 Three years comprehensive warranty and during the warranty period and if there any difficulties, bidder should be providing one to one replacement. The Supplier warrants that all the Goods are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- 27.2 Subject to GCC Sub- Clause 21.1(b), the Supplier further warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of final destination.
- 27.3 The Purchaser shall give notice to the Supplier stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects.

- 27.4 Upon receipt of such notice, the Supplier shall within the period specified in the **Related Service and Warranty**, expeditiously repair or replace the defective Goods or parts thereof, at no cost to the Purchaser.
- 27.5 If having been notified, the Supplier fails to remedy the defect within the period specified in the **Related Service and Warranty**, The Purchaser may proceed to take within a reasonable period such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

28. Patent Indemnity

28.1 The Supplier shall, subject to the Purchaser's compliance with GCC Sub- Clause 28.2, indemnify and hold harmless the Purchaser and his employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs and expenses, of any nature, including attorney's fees and expenses , which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright or other intellectual property right registered or otherwise existing at the date of the Contract by reason of :

- (a) the installation of the Goods by the Supplier or the use of the Goods in the country where the site is located; and
- (b) the sale in any country of the products produced by the Goods.

Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Supplier, pursuant to the Contract.

- 28.2 If any proceeding are brought or any claims is made against the Purchaser arising out of the matters referred to in GCC Sub-Clause 28.1, the Purchaser shall promptly give the Supplier a notice thereof, and the Supplier may at his own expense and in the Purchaser's name conduct proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- 28.3 If the Supplier fails to notify the Purchaser within twenty eight (28) days after receipt of such notice that it intends to conduct any such proceeding; or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- 28.4 The Purchaser shall, at the Supplier's request, afford all available assistance to the supplier in conducting such proceedings claim, and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.
- 28.5 the Purchaser shall indemnify and hold harmless the supplier and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceeding; claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Supplier may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the purchaser.

29. Limitation of Liability

29.1 Except in cases of criminal negligence or willful misconduct.

- (a) the Supplier shall not be liable to the Purchaser, 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, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser and;
- (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed 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 supplier to indemnify the purchaser with respect to patent infringement

30. Change in Laws and Regulations

30.1 Unless otherwise specified in the Contract, if after date of 28 days prior to the date of Bid submission any law regulation , ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Sri Lanka that subsequently affects the Delivery Date and/or the contract price, then such Delivery Date and/ or Contract Price, shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost 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 GCC Clause 14.

31. Force Majeure

31.1 The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

31.2 For purpose of this Clause, “Force Majeure” means an Event or situation beyond the control of the Supplier that is not foreseeable is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

31.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform his obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

32. Change Orders and Contract Amendments

32.1 The Purchaser may at any time order the Supplier through notice in accordance GCC Clause 8, to make changes within the general scope of the Contract in anyone or more of the following:

- (a) Drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
- (b) The method of shipment or packing;
- (c) The place of delivery; and
- (d) The Related Services to be provided by the Supplier.

32.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery / Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this Clause must be asserted within twenty-eight (28) days from the date of the Supplier's receipt of the Purchaser's change order.

32.3 Price to be changed by the Supplier for any Related Services that might need but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.

32.4 Subject to the above, no variation in or modification of the terms of the Contract shall be made except by written amendments signed by the parties.

33. Extension of Time

33.1 If at any time during performance of the Contract, the Supplier or his subcontractors should encounter conditions impeding timely delivery of the Goods or completion of Related Services pursuant GCC Clause 12, the Supplier shall promptly notify the Purchaser in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at his discretion extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

33.2 Except in case of Force Majeure, as provided under GCC Clause 31, a delay by the Supplier in the performance of its Delivery and Completion obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 26, unless an extension of time is agreed upon, pursuant to GCC Sub-Clause 33.1

34. Termination

34.1 Termination for Default

- (a) The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate the Contract in whole or in part:
 - (i) if the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 33;

- (ii) if the Supplier fails to perform any other obligation under the Contract; or
- (iii) if the Supplier, in the judgment of the Purchaser has engaged in fraud and corruption, as defined in GCC Clause 3, in competing for or in executing the Contract.

- (b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to GCC Clause

34.2 (a) the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar Goods or Related Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

34.3 Termination for Insolvency

- (a) The Purchaser may at any time terminate the Contract by giving notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser

34.4 Termination for Convenience.

- (a) The Purchaser, by notice sent to the Supplier, may Terminate the Contract, in whole or in part, at any time for his convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- (b) The Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect;
 - (i) to have any portion completed and delivered at the Contract terms and prices; and / or
 - (ii) to cancel the remainder and pay to the Supplier an agreed amount for partially completed Good and Related Services and for materials and parts previously procured by the Supplier.

35. Assignment

35.1 Neither the Purchaser nor the Supplier shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.

Section VII

Contract Data

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

[The Purchaser shall select insert the appropriate wording using the samples below or other acceptable wording, and delete the text in italics]

CC 1.1 (H) CC 1.1. (L)	Department of Immigration and Emigration The Project Site
CC 8.1	Attention: Controller General Address: Department of Immigration and Emigration 5 th Floor, “Suhurupaya”, Sri Subhuthipura Road, Battaramulla. Telephone: 0112101559 Facsimile number: 0112879091 Electronic mail address: procurement@immigration.gov.lk
CC 12.1	Detailed Documents to be furnished by the Supplier areas per the delivery schedule in Procurement document
CC 15.1	CC 15.1 - The method and conditions of payment to be made to the Supplier under this Contract shall be as follows: a) General Payments shall be made in accordance with the following schedule, subject to satisfactory performance and certification by the Acceptance Committee appointed by the Controller General Department of Immigration and Emigration (DIE). It will be accepted, and payment for the consignment's value will be made within 30 days. b) Payment upon Supply of Equipment A payment of thirty percent (30%) of the Contract Price shall be made upon delivery and acceptance of all equipment at site, duly certified by the Acceptance Committee. c) Payment upon Implementation Sixty percent (60%) of the Contract Price shall be paid upon: • the successful supply, delivery, installation, integration, data migration, commissioning, and maintenance of database servers, storage systems, tape library, and rack at the Department of Immigration and Emigration; and • the issuance of the Completion and Acceptance Certificate by the Acceptance Committee

	d) Final Payment (Retention) The remaining ten percent (10%) of the Contract Price shall be retained as retention money. The retention amount shall be released in equal installments of twenty percent (20%) of the total retention amount at the end of each successful year of operation, subject to satisfactory performance of the system, until the entire retention amount is released within the total Contract Period.
CC 17.1	Within 14 days of receipt of letter of award the successful bidder shall furnish a performance security equal to 10% of the total contract sum as per the specimen given in Section VIII. The performance security shall be in the form of bank grantee issued by a commercial bank operating in Sri Lanka approved by central Bank of Sri Lanka. The Performance Security shall be in favor of Controller General and shall be valid for a period specified by Purchaser.
CC 26.1	The liquidated damage shall be 1 % from the Contract Price per week for maximum of 10 weeks.
CC 26.1	The maximum amount of liquidated damages shall be 10%

Section VIII

Contract Forms

Contents

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1. Contract Agreement

THIS CONTRACT AGREEMENT is made

....., 2026

BETWEEN

(1) Department of Immigration & Emigration and having its principal place of business at
“Suhurupaya” Sri Subhuthipura Road, Battaramulla.

(Hereinafter called “the Purchaser”), and

(2) *[Insert name of Supplier]*, a

(3) Corporation incorporated under the laws of

[Insert: country of Supplier] and having its principal place of business at
..... *[insert: address of Supplier]* (Hereinafter
called “the Supplier”)

WHEREAS the Purchaser invited bids for certain Goods and ancillary services, viz
....., *[insert brief description of Goods and Services]* and has accepted a Bid
by the Supplier for the supply of those Goods and Services in the sum of *[Insert
Contract Price in words and figures, expressed in the Contract currency (ies)]* (Hereinafter called
“the Contract Price”)

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS;

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract referred to.
2. The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:

- (a) This Contract Agreement
- (b) Contract Data
- (c) General Conditions of Contract
- (d) Technical Requirements (including Schedule of Requirements and Technical Specifications)
- (e) The Supplier’s Bid and original price Schedules
- (f) The Purchaser’s Notification of Award
- (g) *[Add here any other document (s)]*

3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.
4. In consideration of the payment to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
5. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of *Democratic Socialist Republic of Sri Lanka* on the day, month and year indicated above.

For and on behalf of the Purchaser

Signed:

In the capacity of *[insert title or other appropriate designation]* in the presence of..... *[Insert identification of official witness]*

2. Performance Security

*[Note: the purchaser is required to fill the information marked as " * " and delete this note prior to selling of the Procurement document]*

[The issuing agency, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

----- *[Issuing Agency's Name, and Address of Issuing Branch or Office]* -----

***Beneficiary:** *Department of Immigration & Emigration*

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- *[Name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. ----- *[reference number of the contract]* dated -----with you, for the -----supply of -----*[name of contract and brief description]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we ----- *[name of Agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of-----

[Amount in figures](-----) *[amount in words]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the-----day of -----20----- *[insert date, 28 days beyond the scheduled completion date including the warranty period]* and any demand for payment under it must be received by us at this office on or before that date.

[Signature(s)]



Ministry of Public Security and Parliamentary Affairs
Department of Immigration and Emigration

Volume II

Supplementary Document

Section V

Schedule of Requirement

Procurement of Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of 04 No's of Database Servers, 02 No's of Storages, 02 No's of Tape Library and 02 No's of Racks for the Department of Immigration and Emigration.

**Department of Immigration and Emigration
5th Floor, "Suhurupaya",
Sri Subhuthipura Road,
Battaramulla.**

Section V
Schedule of Requirements

Contents

Note:

**Refer Supplementary issued with this procurement and fill schedule and
Attached with the technical Proposal**

1. Delivery Schedule.....	03
2. List of Installation and Services Maintenance Completion Schedule	04-05
3. Scope of Work.....	06-64
3.1 Technical Specification	

1. List of Goods and Related Services Delivery Schedule

(The Purchaser shall fill in this table, with the exception of the column “Bidder’s offered Delivery date” to be filled by the Bidder and attached with the bid)

Following components of Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of 04

Line item No	Description of Goods	Quantity	Unit	Final (Project Site) Destination as specified in BDS	Completion Date from date of awarding the contract		
					Earliest Completion Date	Latest Completion Date	Bidder’s offered Completion date (to be provided by the bidder)
01	Database Servers	04	Units	Department of Emigration and Immigration, Shurupaya, Battaramulla/BIA	30 Days	90 days	
02	Storages	02	Units		30 Days	90 days	
03	Tape Library	02	Units		30 Days	90 days	
03	Racks	02	Units		30 Days	90 days	
04	Related Services (Installation, configuration, migration, Oracle licenses, Support & maintenance ...etc)	01	Units				

No’s of Database Servers, 02 No’s of Storages, 02 No’s of Tape Library and 02 No’s of Racks

Name of Signature

Signature

Date

Company Seal

2. List of Installation and Related Services Maintenance Head office

(This table shall be completed by the bidder and attached with the bid. The annual service agreement shall be attached with the bid)

Center/Location of Installation, Commissioning and Maintaining	Machine	Quantity	Bidder shall description about the (a) Schedule of Installation and Commissioning. (b) Testing Method (c) Work plan (d) Regular Maintenance
Department of Emigration and Immigration 5th Floor, Shurupaya, Battaramulla	Database Servers	02	
Department of Emigration and Immigration 5th Floor, Shurupaya, Battaramulla	Storages	01	
Department of Emigration and Immigration 5th Floor, Shurupaya, Battaramulla	Rack	01	
Department of Emigration and Immigration 5th Floor, Shurupaya, Battaramulla	Tape Library	01	
Department of Emigration and Immigration 5th Floor, Shurupaya, Battaramulla	Related Services	01	

Name of Signature

Signature

Date

Company Seal

List of Installation and Related Services Maintenance BIA

(This table shall be completed by the bidder and attached with the bid. The annual service agreement shall be attached with the bid)

Center/Location of Installation, Commissioning and Maintaining	Machine	Quantity	Bidder shall description about the (a) Schedule of Installation and Commissioning. (b) Testing Method (c) Work plan (d) Regular Maintenance
Bandaranaike International Airport - Katunayaka	Database Servers	02	
Bandaranaike International Airport - Katunayaka	Storages	01	
Bandaranaike International Airport - Katunayaka	Rack	01	
Bandaranaike International Airport - Katunayaka	Tape Library	01	
Bandaranaike International Airport - Katunayaka	Related Services	01	

Name of Signature

Signature

Date

Company Seal

Scope of Work and Technical Specifications - Bidder's compliance for the Technical Specification.

TECHNICAL, FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS

To be completed by the bidder and submitted with the Procurement documents.

(The Technical specifications are provided in the following format. The bidder shall fill the columns 3 and 4. Bidder's failure to provide the information requested in the columns 3 and 4 may be a reason for the rejection of the Bid. If any discrepancy is observed between the information by the bidder in the column 3 and 4 and the other technical information attached to the bid, the information provided herein shall take precedence.)

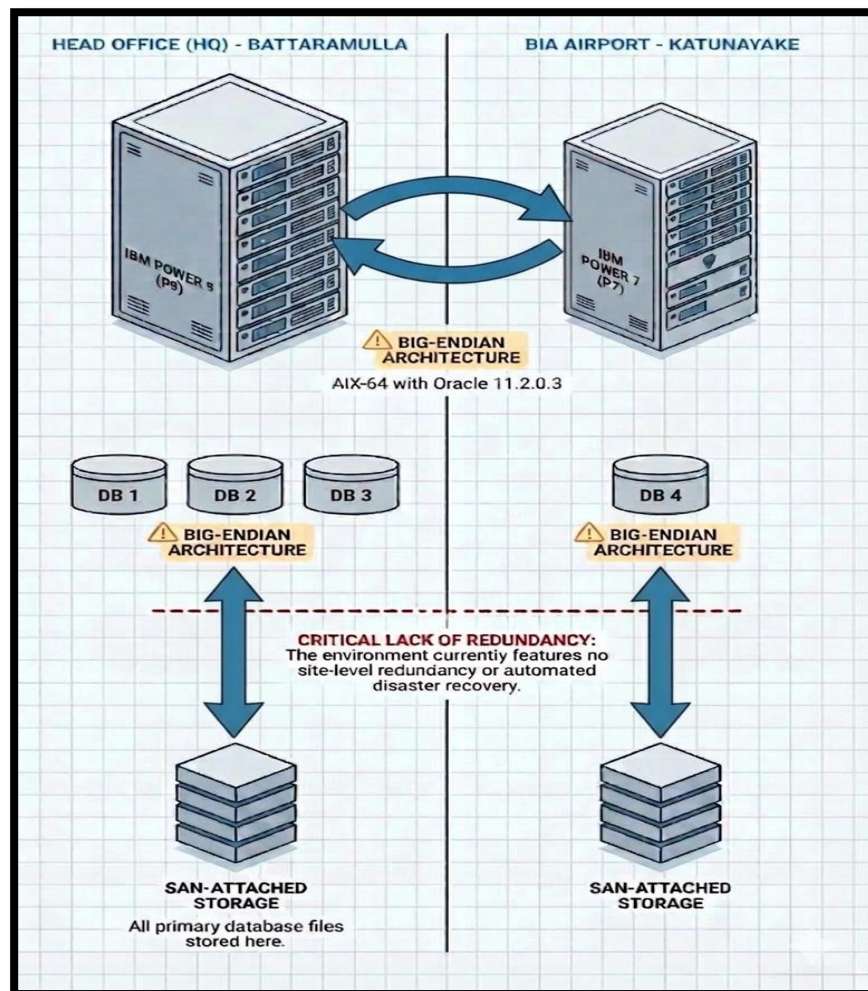
*** Bidders may respond to ONE option only. Dual-option bids are not permitted as per Procurement Manual 2024 Chapter 12 and ITB Section 13. Clearly mark the chosen option on Form 1 (Volume I, Section IV).**

1. IBM- AIX Architecture – Option 1
2. X86 Architecture (Intel/AMD) – Option 2

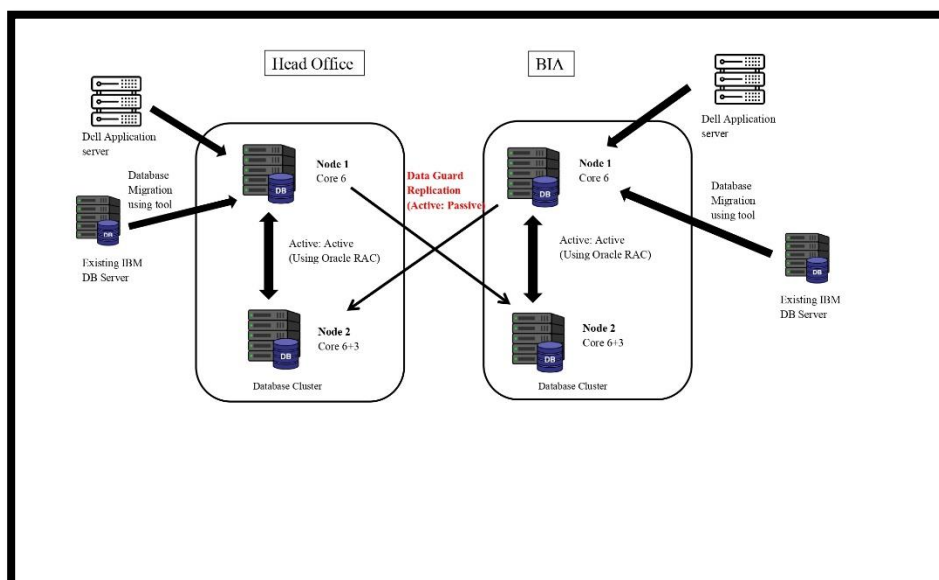
NOTE: Existing platform is IBM AIX (Big-Endian, Oracle 11.2.0.3). Bidder must confirm Option 1 (IBM Power/AIX — same-endian) or Option 2 (x86/Linux — cross-endian) and demonstrate Oracle 19c/23ai certification for the chosen target platform.

Place	DB Name	Hardware Platform	Oracle version	Processor	Cores	Total of DB size without Backups and other logs	Total of DB size with Backups and other logs
HQ	DB 1	AIX-64	11.2.0.3	IBM Power 9	7	3 TB	6.5 TB
	DB 2	AIX-64	11.2.0.3	IBM Power 9			
	DB 3	AIX-64	11.2.0.3	IBM Power 9			
BIA	DB4	AIX-64	11.2.0.3	IBM Power 7	11	1.5 TB	3.5 TB

Current AS-IS Database Architecture of the Department of Immigration and Emigration



Proposed Database Architecture of the Department of Immigration and Emigration



TEC-8****Available Oracle License**

Ten (10) Oracle Enterprise Licenses are currently available (Customer Service Numbers (CSI) will be provided upon purchase of the Bid Document). These existing licenses are valid until 31.12.2026 and shall be continued. Any additional licenses required for this implementation shall be proposed by the bidder. Accordingly, the bidder shall include in the quoted price both the renewal of the existing licenses and the cost of any new/additional licenses required.

Licenses BOM is attached herewith.

No	Licenses name	Status of the License existing or new	Remark
1	Database Enterprise Edition	Currently the Department owned 10 licenses	The number of new licenses required according to the given minimum specification. BIA- 6 CORES per node * 2 (Total 12 CORES for Production) & 3 COREs for HQ replication with 50% performance degradation. Total CORES= 15 HQ - 6 CORES per node * 2 (Total 12 CORES for Production) & 3 COREs for HQ replication with 50% performance degradation. Total CORES= 15
2	Oracle Real Application Clusters (RAC)	New	These licenses are required to maintain active-active within node1 and node 2 in same site. .

Scope of Work

No	Scope Area	Detailed Requirements and Obligations
1	Main Scope	The selected bidder is responsible for the complete end-to-end deployment and migration of the Department of Immigration and Emigration's Oracle database infrastructure across two sites — Head Office (5th Floor, Suhurupaya, Battaramulla) and BIA (Bandaranaike International Airport, Katunayaka). The engagement covers four core deliverables: - Supply, delivery, installation, and commissioning of Database Servers (04 units), Storages (02 units), Tape Libraries (02 units), and Racks (02 units) at both sites — Delivered Duty Paid (DDP). - Migration of all four Oracle database instances (DB1, DB2, DB3 at HQ; DB4 at BIA) from Oracle 11.2.0.3 on IBM AIX (Power 9 / Power 7) to Oracle 19c on the new target platform, with a maximum permitted production downtime of two (02) hours. - Integration of the migrated Oracle database environment with the Oracle 12C application layer, covering passport issuance, border control, and all dependent departmental systems. - Implementation of a robust backup and disaster recovery solution, including tape-based archival, cross-site Oracle Data Guard replication, and regular restore verification. The bidder is responsible for the entire project lifecycle — from pre-migration assessment through hardware delivery, installation,

		database migration, testing, user acceptance, go-live, stabilization, training, documentation, and post-implementation maintenance throughout the warranty and post-warranty periods. All work shall be carried out by the OEM, an Oracle-certified partner, or an OEM-authorized implementation partner. Relevant certifications must be submitted with the bid.
2 — Hardware Supply, Installation, Warranty and Support		
2.1	Supply and Delivery	The bidder shall supply and deliver (DDP — Delivered Duty Paid, both sites) the following hardware, and physically install it at the designated server rooms at Head Office and BIA: - 04 No. Database Servers (02 at HQ, 02 at BIA) — as per Technical Specification, Option 1 (IBM/AIX) or Option 2 (x86) - 02 No. Enterprise Storage Systems (01 at HQ, 01 at BIA) — NVMe-based Active-Active architecture, minimum 40 TiB usable capacity each. - 02 No. SAN Switches (01 at HQ, 01 at BIA) — 24-port 32 Gbps with 8 ports active per switch, including 5m LC-LC fibre cables - 02 No. Tape Libraries (01 at HQ, 01 at BIA) — 2x LTO8 drives per site, scalable to 3 drives; 2×24 tape cartridges and 2×5 cleaning cartridges per site - 02 No. 42U Free-Standing Racks (01 at HQ, 01 at BIA) — same OEM as server; 2x horizontal PDU 10-way IEC; 4 caster wheels - All required power cables, SFP modules, fibre patch cables, interconnects, and accessories for full operational readiness at both sites All hardware must be brand new, in original OEM packaging, and must not reach End-of-Sale (EOS) or End-of-Life (EOL) within

		five (05) years of bid submission.
2.2	Ex-Stock Requirement	All hardware listed in Clause 2.1 must be physically available as Ex-Stock in Sri Lanka at the time of bid submission. For this purpose, 'Ex-Stock' means all the hardware is physically present and unencumbered in the bidder's or their authorized agent's warehouse within Sri Lanka, and is immediately available for delivery upon contract award. - The bidder shall declare the make, model, and serial number of each hardware unit in the Technical Proposal, along with the storage location address. - The Department reserves the right to physically inspect the declared stock during evaluation. Hardware must be made available for inspection within two (02) working days of request, at no cost to the Department. - Any discrepancy between declared serial numbers and hardware physically present at inspection will result in disqualification of the bid. - Substitution of declared serial numbers after bid submission is not permitted without prior written approval from the Purchaser.
2.3	Installation and Commissioning	The bidder shall perform complete physical installation and commissioning at both sites, including: - Physical racking and mounting of all servers, storage units, tape libraries, and SAN switches - Power cabling, redundant PDU connection, and power-on verification for all equipment - SAN fabric configuration — zoning, alias configuration, and multipath verification between servers and storage - Storage system configuration — DRaid-6 pool creation,

		volume allocation, NVMe-oF host connectivity, and controller failover testing - Network interface configuration — client network, RAC private interconnect, and management networks - Tape library configuration — LTFS setup, drive assignment, partitioning, and media initialization - Rack cable management, labelling, and documentation of all physical connections Installation at both sites shall be coordinated to minimize disruption to active immigration operations. Proposed installation windows must be agreed with the Department's ICT Division at least fourteen (14) calendar days before any on-site work begins.
2.4	Operating System and Middleware	The bidder shall install, configure, and harden the operating system on all four (04) database servers: - Option 1 (IBM Architecture): 64-bit Unix OS optimized for Oracle workloads — OEM-supplied and OEM-certified - Option 2 (x86 Architecture): Oracle Linux 8+ or RHEL 8+ (x86_64) — Oracle 19c/23ai certified or similar - OS hardening must follow the CIS Benchmark or equivalent, with unnecessary services disabled and root access restricted - Oracle Grid Infrastructure (GI) for Oracle RAC shall be installed on two (02) mirrored NVMe SSDs (960 GB each) per server - All OS licenses, media, and patch entitlements for the full warranty and post-warranty period must be included in the bid price
2.5	Warranty	All hardware supplied under this contract shall carry the following minimum warranty coverage: <u>Database Servers</u> - 5 years comprehensive on-site warranty (24×7×365) covering parts, labor, and OEM TAC support

		- 2 years post-warranty comprehensive support (24×7×365) — on-site parts and labor - Hardware replacement and TAC support directly from OEM or OEM-authorized partner - monthly health reports by OEM or authorized partner during the warranty period <u>Storage Systems</u> - 5 years comprehensive on-site warranty (24×7, 2-hour on-site response) — parts and labor and 02 years post comprehensive on-site warrantywith on-site parts and labor (24×7, 2-hour on-site response) - Defective hard disk retention — failed drives shall not be returned to the vendor after replacement <u>SAN Switches</u> - 5 years comprehensive + 2 years post-warranty (24×7, 2-hour response) —with on-site parts and labour <u>Tape Libraries and Racks</u> 5 years comprehensive + 2 years post-warranty (24×7, 2-hour response)with on-site parts and labour. Same-day or next-day critical component replacement at both HQ and BIA must be guaranteed. The bidder must demonstrate that a local spare parts inventory is maintained in Sri Lanka.
2.6	24×7 Support and Maintenance	The bidder shall provide round-the-clock operational support for all supplied hardware and software throughout the contract period: - 24×7×365 support covering database servers, storage systems, tape libraries, SAN switches, operating systems, Oracle database, and the virtualization layer - Support shall be provided by the OEM, an Oracle-authorized partner, or OEM-authorized technical personnel holding relevant certifications - A local support centre with qualified engineers and adequate

		spare parts must be maintained in Sri Lanka - A dedicated technical account manager shall be assigned to the Department, reachable on an emergency basis at all hours - A formal escalation matrix (Level 1 through to OEM) must be submitted within 30 days of contract signing and kept current at all times. - Complete incident logs, escalation records, and corrective action records must be maintained and made available to the Department on request
2.7	Patching and Firmware	- Database and OS patch management shall be carried out by an Oracle-authorized partner or OEM-certified partner throughout the warranty and post-warranty periods - Critical security patches must be applied within an agreed timeframe following Employer approval of the maintenance window - Firmware updates for storage, SAN switches, and server components shall be managed by the OEM or authorized partner - All patching activities must be accompanied by a pre-patch risk assessment and a post-patch validation report
3 — Oracle License Renewal and Supply, Database Migration, Upgrade, Support and Maintenance		
3.1	Oracle License Renewal and New Licenses	The Department currently holds ten (10) Oracle Enterprise Edition licenses, valid until 31 December 2026. Customer Support Identifier (CSI) numbers will be provided to the successful bidder upon contract award. The bidder's scope includes: - Renewal of all ten (10) existing Oracle Enterprise Edition licenses for the full contract period (warranty and post-

		warranty — up to 8 years from go-live) - Procurement and supply of all additional Oracle licenses required for the target architecture, as detailed in the attached License BOM - Oracle Real Application Clusters (RAC) licenses for all nodes at both HQ and BIA - Oracle GoldenGate or equivalent CDC tool licenses, if applicable to the chosen migration method - Any other Oracle options required by the proposed architecture — Data Guard, Partitioning, Advanced Compression, Diagnostics/Tuning Pack, etc. Minimum core requirements (derived from the License BOM): - BIA: 6 cores per node × 2 nodes = 12 production cores + 3 cores for HQ replication (50% degradation factor) = 15 total licensed cores - HQ: 6 cores per node × 2 nodes = 12 production cores + 3 cores for BIA replication = 15 total licensed cores The cost of all license renewals and new licenses must be included in the bid price. VAT shall be shown separately. All Oracle CSI number transfers, renewals, and support contract maintenance are the bidder's sole responsibility.
3.2	Pre-Migration Assessment	Before any migration work begins, the bidder shall conduct and document a comprehensive pre-migration assessment. This must be formally approved by the Department's ICT Division before Phase 2 (migration execution) commences. The assessment shall cover: - Full source database inventory: schema analysis, object counts, data volume (HQ — approximately 3 TB raw / 6.5 TB

		with backups; BIA — approximately 1.5 TB / 3.5 TB), character set (NLS_CHARACTERSET), data types, and performance baseline - Platform analysis: IBM Power 9 (HQ — DB1, DB2, DB3) and IBM Power 7 (BIA — DB4), Oracle 11.2.0.3 on AIX-64 (Big-Endian) - Endian conversion impact assessment — all Oracle data types affected by the conversion must be identified and documented with a mitigation plan - Application compatibility assessment — all applications connected to the database (passport issuance, border control, and related systems) must be confirmed compatible with Oracle 19c/23ai - Oracle 12C application integration assessment — impact of the database upgrade on the Oracle 12C layer, with a remediation plan for any compatibility gaps - License strategy — mapping of existing CSI numbers to the target architecture; identification of all new licenses required; renewal timeline to ensure zero lapse - Risk register — all identified migration risks with probability, impact rating, and mitigation measures
3.3	Migration Method and Endian Conversion	The bidder must select and declare one migration option at the time of bid submission. Dual-option bids are not permitted. <u>Option 1 — IBM/AIX Architecture (Same-Endian)</u> - Source: AIX-64 Big-Endian. Target: AIX-64 Big-Endian. No endian conversion is required for the primary data transfer. - If any x86 components are introduced in the target environment, endian conversion must be explicitly addressed. - The bidder must confirm Oracle 19c/23ai certification on the proposed IBM Power target platform.

		<u>Option 2 — x86 Architecture (Cross-Endian Migration — Mandatory Endian Conversion)</u> - Source: IBM AIX Big-Endian (Oracle 11.2.0.3). Target: x86_64 Little-Endian (Oracle 19c/23ai on Oracle Linux or RHEL). - Full endian conversion is mandatory. Oracle GoldenGate or an equivalent CDC tool is required for cross-endian replication. - The bidder must provide proof of prior successful cross-platform, cross-endian Oracle migration using the proposed tool. - Endian Data Type Risk Register: every Oracle data type affected by big-to-little conversion must be listed, with RMAN CONVERT or GoldenGate mitigation documented for each. - NLS/Character Set compatibility — AIX source character set (AL32UTF8) must be verified and confirmed compatible with the x86 target. Regardless of option, the bidder shall follow the Oracle-recommended migration methodology, with all steps logged and auditable.
3.4	Migration Execution	Migration execution shall follow a structured three-phase plan: <u>Phase 1 — Staging and Test Migration</u> - At least one (01) full end-to-end test migration in a staging environment using production-equivalent data volumes - Test migration must include row count validation, checksum verification, LOB integrity check, and application-level smoke testing - All migration scripts, tools, and automation must be tested and validated in staging before production use - GoldenGate or equivalent CDC tool must be configured and the replication lag managed and verified in staging <u>Phase 2 — Production Cutover</u> - Cutover must be executed within a pre-approved maintenance window outside peak immigration hours (see Clause 4.7 for cutover window constraints)

		- Maximum permitted service downtime during production cutover: two (02) hours — non-negotiable - Data loss tolerance: near-zero (RPO at cutover). Any residual risk must be documented and approved by the Department before the cutover proceeds - Cutover Runbook (minimum 10 pages): step-by-step, minute-by-minute procedure with go/no-go checkpoints, rollback triggers, and named persons responsible for each action - A formal go/no-go decision point must be established no less than two (02) hours before scheduled cutover start. If pre-cutover validation checks are not fully passed, the cutover is deferred to the next approved window - The full technical team — Oracle DBA, migration engineer, and OEM support on standby — must be on-site or remotely available throughout the cutover window <u>Phase 3 — Post-Migration Validation and Stabilisation</u> - Minimum four (04) weeks of stabilization monitoring at each site, during which the bidder remains on-call for immediate response - AWR-based performance benchmarking to confirm that IOPS, latency, and throughput meet or exceed the pre-migration baseline - All applications — passport issuance, border control, and related systems — must be fully verified on the target platform during stabilization - A tested and documented rollback plan must be ready and executable within the two-hour downtime window, if needed during any stage of the cutover
3.5	High Availability Architecture	The proposed architecture must incorporate the following high availability components as a mandatory requirement: <u>Intra-Site High Availability (at both HQ and BIA)</u> - Oracle Real Application Clusters (RAC) — active-active

		configuration across the two database nodes at each site - RAC private interconnect using dedicated 10/25 Gbps network interfaces, separate from the client network - Shared storage via SAN (32 Gbps FC) with NVMe-oF connectivity - Oracle ASM (Automatic Storage Management) for shared disk management <u>Inter-Site Disaster Recovery (HQ ↔ BIA)</u> - Oracle Data Guard — physical standby database at the secondary site (Primary: HQ; Standby: BIA, with the capability to reverse roles for DR failover) - Data Guard replication lag must not exceed 15 minutes under normal operations; any sustained breach is treated as a P2 incident - Maximum Availability Architecture (MAA) principles shall be followed in the design - Failover and switchover procedures must be fully documented, tested, and signed off by the Department during the stabilization period The bidder must supply all Oracle licenses (Database enterprise, RAC, and any other required options) to support the proposed HA architecture. These costs must be included in the bid price.
3.6	Backup Solution	The bidder shall design, implement, and manage a multi-tiered backup solution across both sites, covering both Oracle database backups and operating system / full-server backups. Tier 1 — Oracle Database Backup (RMAN) - Daily Oracle RMAN full or incremental backups with transaction log archival; fully automated with monitoring and alerting - Weekly full backup retained for four (04) weeks - Monthly full database backup retained for one (01) month - Cross-site backup metadata replication; DR copy of critical

		backups at the secondary site Tier 2 — Operating System and Full-Server Backup - Monthly full OS-level backup for all database servers at both sites, retained for one (01) month. - Monthly tape-based archival backups via the Tape Library (LTFS), covering both database and OS backup data, stored in accordance with the Department's data retention policy - The backup solution shall support immutable or write-protected backup copies to guard against ransomware or accidental deletion - Backup data shall be encrypted both in transit and at rest - Role-based access control shall restrict backup administration functions to authorized personnel only - Centralized monitoring, alerting, and reporting shall be provided covering all backup job status, failures, and repository capacity across both tiers Backup SLA Targets (apply to both tiers) - Backup success rate: minimum 99% monthly - Recovery Point Objective (RPO): near-zero — not to exceed 15 minutes for production databases - Recovery Time Objective (RTO): not more than 2 hours for any unplanned production outage at either site - Quarterly restore test at each site; results submitted to the Department within five (05) working days of the test - Backup failures to be investigated, documented, and corrected within two (02) hours of detection The bidder shall supply 2×24 tape cartridges per site plus 2×5 cleaning cartridges per site. The proposal must clearly demonstrate that the cartridge quantities provided are adequate to cover all retention tiers across both backup tiers.
3.7	Oracle Database	Throughout the warranty and post-warranty periods, the bidder

	Support and Ongoing Maintenance	shall provide the following Oracle database support and maintenance services: - Continuous Oracle database monitoring using Oracle AWR, ASH, Oracle Enterprise Manager, or an approved equivalent - Proactive database tuning: SQL query optimization, execution plan analysis, index review, statistics gathering, SGA and PGA tuning, wait-event analysis, and bottleneck resolution - Capacity review and growth forecasting every six (06) months, with written recommendations - Oracle patch management — quarterly Oracle CPU (Critical Patch Update) assessment; patches applied within agreed maintenance windows - Oracle license compliance management — annual license reconciliation report; CSI number management throughout the contract - Database parameter review and optimization — not less than once per quarter - Oracle Audit function maintained and operational on all database instances throughout the contract - Database performance issues resolved in accordance with SLA priority tiers: P1 within 2 hours, P2 within 4 hours, P3 within 1 working day The bidder shall not attribute database performance issues solely to application design or data volume without providing supporting technical evidence and specific recommendations.
4 — Testing		
4	Testing Requirements	The bidder shall carry out a comprehensive, structured testing program of not less than two (02) weeks immediately prior to production go-live. All testing must be formally reviewed and signed off by the Department's Acceptance Committee before the production cutover is authorized.

		<u>4.1 Hardware Acceptance Testing</u> - Physical verification of all hardware serial numbers against declared bid values - Power-on self-test (POST) and OEM diagnostic tests for all servers, storage units, SAN switches, and tape libraries - Storage performance benchmark test — IOPS, throughput, and latency verified against RFP specification - SAN fabric redundancy test — single path failure simulation and automatic multipath failover verification - Rack PDU and power redundancy verification - Tape library media load, read/write, and cleaning cycle verification <u>4.2 Database and Platform Testing</u> - Oracle RAC intra-site failover test — simulate node failure at both HQ and BIA; verify automatic client reconnection and continued service - Oracle Data Guard inter-site switchover and failover test — simulate HQ primary failure; verify BIA standby promotion; confirm RPO and RTO targets are met - Database performance benchmarking — AWR workload comparison between pre- and post-migration environments - Tablespace, ASM diskgroup, and storage capacity validation - RMAN backup and restore test — full restore of each database instance; data integrity verified <u>4.3 Application Integration Testing</u> - Full end-to-end functional testing of all applications integrated with the Oracle database — passport issuance, border control at BIA, and all dependent departmental systems - Oracle 12C application compatibility verification on the target Oracle 19c/23ai database - Regression testing — all business-critical transaction types
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		must be tested and validated - Data integrity validation — row counts, checksums, LOB content, and referential integrity verified across all four database instances (DB1, DB2, DB3 at HQ; DB4 at BIA) <u>4.4 Security and Audit Testing</u> - Oracle Audit function confirmed enabled and operational on all database instances - User access control and RBAC verification — all access rights confirmed to match the pre-migration configuration - OS-level security hardening check (CIS Benchmark or equivalent compliance verification) <u>4.5 Disaster Recovery Drill</u> - Full DR drill simulating primary site failure — failover from primary to standby, with verification that all applications reconnect to the standby within the 2-hour RTO - DR drill results documented and submitted to the Department within five (05) working days User Acceptance Testing (UAT) shall be conducted by the Department's designated staff for a minimum of two (02) weeks following completion of the above test phases. The bidder shall provide on-site technical support throughout the full UAT period. No production cutover will be authorised until the Department's Acceptance Committee has reviewed and formally signed off on all test results.
5 — Documentation		
5	Documentation Deliverables	The bidder shall prepare, submit, and maintain the following documentation. All documents shall be delivered in electronic format (PDF and editable source file) and printed hardcopy (two

		sets), in English. Documents must be submitted no later than the issuance of the Completion and Acceptance Certificate, unless an earlier deadline is specified. <u>5a Architecture and Design Documentation</u> - Proposed system architecture diagrams for HQ, BIA, and the inter-site replication topology - Logical and physical network diagrams — SAN fabric, LAN, management networks - Storage architecture diagram — volume layout, ASM disk group configuration, multipathing - Oracle RAC cluster architecture — node interconnect, VIP, SCAN listener, and ASM configuration - Oracle Data Guard configuration — primary/standby role assignment, redo apply configuration, and failover/switchover topology - Backup architecture diagram — RMAN backup paths, tape library connections, and retention flow <u>5b Hardware Resource Documentation</u> For each server (all four units), a detailed hardware resource specification covering: - CPU: total number of physical cores, processor architecture, threads per core, clock speed (base and boost), L3 cache size - Memory: total RAM capacity (GB), memory technology (DDR5 or higher), speed (MHz), number of DIMMs, maximum scalability - Internal storage: drive type (NVMe SSD), capacity per drive, number of drives, RAID/mirror configuration (e.g., RAID-1 for OS and GI), IOPS capability - SAN-attached storage: volume allocation per database instance, IOPS targets per volume, throughput (GB/s), latency
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		targets (ms) - Network interfaces: number of ports, interface types (FC, 1GbE, 10GbE, 25GbE), throughput (Gbps), redundancy configuration - FC HBA: number of ports, speed (32 Gbps), redundancy, SAN zoning details - PCIe: number of slots, PCIe generation (4.0/5.0), expansion capacity - Power supply: wattage, redundancy configuration, efficiency rating - Energy consumption: watts at full operational load; Energy Star or equivalent certification details <u>5c Deployment and Configuration Documentation</u> - Step-by-step OS installation and hardening procedure for the chosen platform (AIX or Oracle Linux/RHEL) - Oracle Grid Infrastructure installation and RAC cluster configuration steps - Oracle Database 19c installation, upgrade, and parameter configuration steps - Storage configuration: RAID pool creation, volume allocation, multipath configuration, ASM disk group setup - SAN switch configuration: zoning, aliases, port assignment - Backup solution configuration: RMAN policy scripts, LTFS tape library integration, schedule and retention settings - Network configuration: IP allocations, VLAN assignments for client, interconnect, management, and storage networks - Oracle RAC and Data Guard configuration parameters — as-built document
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		<u>5d Migration and Rollback Plans</u> - Pre-migration assessment report — must be approved by the Department before Phase 2 begins - Detailed migration runbook (minimum 10 pages): step-by-step cutover procedure, go/no-go checkpoints, responsible persons for each action, escalation contacts - Endian conversion methodology document — tool used, data type risk register, and mitigation steps (applicable to Option 2 / cross-endian migrations) - Rollback plan: step-by-step rollback procedure executable within the 2-hour downtime window; decision criteria for triggering a rollback - Post-migration validation checklist — row count, checksum, LOB integrity, and application smoke test results <u>5e Backup and Recovery Procedures</u> - Oracle RMAN backup policy documentation — full, incremental, and differential backup schedules with retention periods - Step-by-step database restore procedure for each recovery scenario: full restore, tablespace restore, datafile restore, and point-in-time recovery (PITR) - Tape library backup and restore procedure — LTFS, media management, and cartridge rotation schedule - Backup monitoring and alerting setup — how failures are detected, escalated, and resolved - Quarterly restore test procedure and result reporting template <u>5f Operations and Maintenance Procedures</u> - Day-to-day operations manual for ICT staff: startup/shutdown procedures, daily health check routine, alert log monitoring
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		- Routine database maintenance procedures: tablespace management, archive log management, AWR report generation - Patch application procedure: OS and Oracle patch assessment, staging, approval workflow, and rollout steps - User access and role management procedures - Capacity planning procedure: storage growth monitoring, CPU and memory trending, proactive expansion planning - Incident reporting and escalation procedure: how to log an incident, severity classification guide, escalation contacts and timeframes <u>5g High Availability and Disaster Recovery Plan</u> - Oracle RAC failover and recovery procedure — node failure steps, automatic failover, and client reconnection verification - Oracle Data Guard switchover and failover procedures — role transition steps, lag monitoring, and re-synchronization after failover - DR drill plan: frequency (minimum once per year), scope, success criteria, and reporting template - Business continuity procedures: roles and responsibilities during a DR event, communication plan, and escalation hierarchy - RTO (not more than 2 hours) and RPO (near-zero) validation procedures <u>5h As-Built Documentation (to be submitted post-implementation)</u> - Final as-built architecture diagrams reflecting the actual deployed configuration at both sites - Inventory list: all hardware serial numbers, software license keys, CSI numbers, and firmware versions as deployed
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		- Administrator handover pack: all system credentials (in encrypted format), SSH keys, service accounts, and access procedures - Warranty and support contract summary: coverage periods, support contact details, and OEM escalation contacts All documentation must be reviewed and accepted by the Department's ICT Division. Final as-built documentation must be submitted within thirty (30) calendar days of the Completion and Acceptance Certificate being issued.
6 — Oracle Licence Bill of Materials (BOM)		
6	Oracle Licence BOM	The Oracle License Bill of Materials (BOM) is attached to this document. The bidder shall review the BOM, confirm compliance, and include an updated BOM in the Technical Proposal. The BOM covers: - Oracle Database Enterprise Edition — the existing 10 licenses (renewal required) plus any additional licenses required by the target architecture - Oracle Real Application Clusters (RAC) — new licenses for all nodes at HQ and BIA - Oracle GoldenGate or equivalent — if selected as the migration and CDC tool - Any additional Oracle options required: Data Guard, Advanced Compression, Diagnostics Pack, Tuning Pack, and others as applicable The updated BOM submitted with the Technical Proposal must confirm, for each license: - License name - Status — existing (renewal) or new - Quantity (number of Named User Plus or Processor licenses)

		- Applicable core factor (per Oracle's Processor Core Factor Table) - USD unit price and USD/LKR rate used — for alignment with the financial proposal - Remarks explaining the architectural rationale for each license type All Oracle licensing costs must be included in the financial proposal. VAT shall be shown separately. Oracle CSI number continuity is the bidder's sole responsibility. Any lapse in Oracle license coverage during the contract period will be treated as an SLA breach attributable to the bidder.
7 — Training		
7	Training Program	The bidder shall design and deliver a structured training program for the Department's ICT staff, covering all components and services provided under this contract. All training shall be conducted on-site at the Department's premises and must be completed before the Completion and Acceptance Certificate is issued. <u>7a Hardware Administration Training</u> Minimum duration: 2 days. Minimum participants: 10 ICT staff. - Server administration: hardware health checks, OEM management console, LED indicators, and field-replaceable unit (FRU) replacement procedures - Storage system management: volume management, drive replacement, controller failover, and capacity expansion - SAN switch management: port monitoring, zoning, and fault isolation - Tape library operations: media loading, cartridge rotation, LTFS management, and cleaning procedures - Rack and PDU management: power monitoring and cable

		management - Firmware update and OEM patching procedures <u>7b Oracle Database Administration Training</u> Minimum duration: 3 days. Minimum participants: 6 ICT staff, including at least 2 designated DBAs. - Oracle 19c/23ai database administration fundamentals - Oracle RAC cluster administration: node management, network configuration, and resource management - Oracle Data Guard administration: monitoring, switchover, failover, and re-synchronization - Oracle RMAN backup and recovery: backup policies, restore procedures, point-in-time recovery (PITR), and RMAN scripting - Oracle AWR, ASH, and OEM monitoring: generating and interpreting AWR reports and performance alerts - Oracle patch application procedures - Oracle license management and CSI number administration <u>7c System Operations and Monitoring Training</u> Minimum duration: 1 day. Minimum participants: 10 ICT staff. - Use of monitoring tools and dashboards for daily health checks - Incident identification, severity classification, and the escalation procedure - SLA reporting: understanding monthly availability and incident reports - Backup monitoring: verifying backup success and reading backup logs - Escalation matrix: when and how to contact L1, L2, L3, and OEM support
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		A training completion report including attendance records must be submitted within two (02) working days of the final training session. All training materials — printed and digital — become the property of the Department upon delivery.
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Option 1 - Technical Specification of Servers – IBM Architecture			
Category	Specification	Bidder Response Yes/No * (3)	Remarks (4)
Make	(Specify)		
Model	(Specify)		
Country of Origin	(Specify)		
Country of Manufacture	(Specify)		
Number of Units	4		
Form Factor	2U rack-mount chassis with tool-less access to major components; front-to-back airflow.		
Core Architecture	RISC Based Processor Architecture CPU Architecture should support Oracle 19c/23ai and future oracle versions.		
Processor Type	Latest generation of simultaneous Multi-Threading (SMT) enabled enterprise class processor		
Process Technology	7nm process or above		
Processor Speed	2.9 to 4 GHz or above		
Processor Cores	Minimum 16 cores or above (single or dual sockets)		
Minimum cores required for DB	6 cores per node		
Threads per core	8 threads per core or above		
Memory Size	1024 GB or above		
Memory Support	DDR5 or above		
Memory Support	Up to 8 TB per socket or above		
Memory scalability	To be scalable till 4 TB		
L3 cache	Minimum 8 MB L3 cache per core or		

	above		
Internal Hard Disk	Two (2) x 960 GB NV Me SSDs (mirrored) for Operating System and Oracle Grid Infrastructure (GI) Software		
Ethernet NICs	2 x LP 4-Port 1GbE Adapter 2 x 2-Port 10GbE SFP28 Adapter (SR Connectivity)		
FC HBA	3 x 32Gb 2-port Fiber Adapter (FC HBA)		
PCIe slots	8 PCIe slots		
Interface standard	PCIe 4.0/5.0		
Virtualization	Supports advanced virtualization features. Enterprise virtualization licenses should be included for all the cores. Should Support Trusted Partition Virtualization technology which support Oracle 19C /23ai		
Management Interface	Management interface enabled with System Manager web interface, standalone CLI, SMI-S Provider, email, and syslog alerts		
Supported Operating Systems	64-bit Unix Operating System (Optimized for Oracle workloads)		
High availability	The vendor must supply all Oracle licenses required to support the proposed High Availability architecture. The solution must mandatorily incorporate Oracle Real Application Clusters (RAC) for intra-site high availability and Oracle Data Guard for inter-site disaster recovery, deployed across both the Head Office (HQ — Battaramulla) and BIA (Bandaranaike International Airport) sites		
Warranty	5 years comprehensive warranty (24 x 7 support) – On Site Part Replacements and Labor Should be Provided within the warranty period.		
	2 years comprehensive postwarranty(24 x 7 support) – On Site Part Replacements and Labor Should be Provided		
	Hardware replacement warranty and TAC support should be directly from OEM.		
	Device needs to be provided with all software license from day-1 as per RFP specification		
Support & Maintenance	24 x 7 Support to be provided by OEM or		

	OEM Authorized Support partner to Hardware, OS, DB, Virtualization software		
	Need to provide health report every six month during the warranty period by OEM		
Patching	Database and OS patching by Oracle partner or OEM-certified partner		
Implementation	Implementation should be carried out by the OEM or OEM Authorized Support partner		
Server EOS / EOL	The proposed server should not reach its EOS /EOL within next 5 years from the bid submission date.		
DB support	Server quoted should support Oracle and DB2		
Energy Efficiency	Energy consumption at full load (specify watts); Energy Star / equivalent certification		
Power Supply	Redundant hot-plug PSUs, 80 PLUS Platinum or higher efficiency; auto-ranging 100–240		
CROSS-ENDIAN MIGRATION (x86→AIX MANDATORY)			
Endian Conversion Direction	SourceX86_64 (Little-Endian)target :IBM AIX (Big-Endian). Full endian conversion required.		
Cross-Endian Migration Tool	Oracle GoldenGate (endian conversion) or similar tool Transportable Tablespaces with RMAN CONVERT . Use of GoldenGate or similar is mandatory. Proof of prior successful use on cross platformwith proposed tool.		
Endian Data Type Risk Register	Every Oracle data type affected by little-to-big conversion listed with RMAN CONVERT mitigation		

Name of Signature

Signature

Date

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Option 2 - Technical Specification of Servers – X86 Architecture			
Category	Specification	Bidder Response Yes/No * (3)	Remarks (4)
Make	(Specify)		
Model	(Specify)		
Country of Origin	(Specify)		
Country of Manufacture	(Specify)		
Number of Units	4		
Form Factor	2U rack-mount chassis with tool-less access to major components; front-to-back airflow.		
Core Architecture	x86_64 architecture (Intel/AMD) Oracle 19c/23ai certified		
Processor Type	32-core x86_64 processor and 3.0 Ghz, 32 core/64 threads, 128 Cache and DDR5-6400 memory Latest generation AMD EPYC / intel processor; 2-socket enterprise class		
Process Technology	X86		
Processor Cores	Minimum 32 cores per socket; 2 CPU sockets per server (64 cores total)		
Core Required for Oracle Databases	6 Cores per DB node		
Threads per core	2 threads per core or above		
Memory Size	1024 GB or above		
Memory Support	DDR5 or above		
Memory scalability	4 TB per DB node		
L3 cache	64 MB L3 cache per processor or above		
Internal Hard Disks	Two (2) x 960 GB NV Me SSDs (mirrored) for Operating System and Oracle Grid Infrastructure (GI) Software		
Drive Bays	Minimum 12x front hot-plug bays supporting SAS/SATA/NVMe;		
Ethernet NICs	4x 10/25 Gbps or above per DB node for Client Network 2 x 10/25 Gbps per DB node for interconnect		
HBA	3x 32GB 2 – port Fiber Adapter (FC HBA) or SAS / FC / QSFP28 Ports		
PCIe slots	4 PCIe slots or above		

Interface standard	PCIe 4.0/5.0		
Virtualization	Hard partitioning or Trusted Partition virtualization technology which support Oracle 19C/23ai		
Management Interface	Management interface enabled with System Manager web interface, standalone CLI,		
Supported Operating Systems	Oracle Linux / RHEL 8+ or equivalent x86_64; Oracle 19c/23ai certified		
Power Supply	Redundant hot-plug PSUs, 80 PLUS Platinum or higher efficiency; auto-ranging 100–240		
CROSS-ENDIAN MIGRATION (AIX→x86 MANDATORY)			
Endian Conversion Direction	Source: IBM AIX (Big-Endian). Target: x86_64 (Little-Endian). Full endian conversion required.		
Cross-Endian Migration Tool	Oracle GoldenGate (Big-Endian to Little-Endian replication) or similar tool Transportable Tablespaces with RMAN CONVERT . Use of GoldenGate or similar is mandatory. Proof of prior successful use on cross platform with proposed tool.		
Endian Data Type Risk Register	Every Oracle data type affected by big-to-little conversion listed with RMAN CONVERT mitigation		
NLS/Character Set	NLS_CHARACTERSET compatibility verified: AIX source (AL32UTF8) → x86 target		
Support Database Architectures High availability Warranty	Oracle 19c/23ai certified on x86_64; Oracle RAC supported for HA		
	The vendor must supply all Oracle licenses required to support the proposed High Availability architecture. The solution must mandatorily incorporate Oracle Real Application Clusters (RAC) for intra-site high availability and Oracle Data Guard for inter-site disaster recovery, deployed across both the Head Office (HQ — Battaramulla) and BIA (Bandaranaike International Airport) sites		
	5 years comprehensive warranty (24 x 7) On Site Part Replacements and Labor Should be Provided within the warranty period.		
	2 years comprehensivepost warranty (24 x		

	7) On Site Part Replacements and Labor Should be Provided		
	Hardware replacement warranty and OEM support should be directly from OEM or Authorized Support partner		
Server EOS / EOL	The proposed server should not reach its EOS /EOL within next 5 years from the bid submission date.		
Response and Resolution time	Device needs to be provided with all software license from day-1 as per RFP specification		
Support & Maintenance	24 x 7 Support for Hardware, Operating system, Database software, Virtualization software to be provided by OEM or authorized partner		
	Need to provide health report every six month during the warranty period		
	Patching including Database layer shall be carried out by Oracle Partner or Oracle certified partner		
Implementation	Implementation should be carried out by the OEM or OEM Certified Partner		
Energy Efficiency	Energy consumption at full load; Energy Star / equivalent certification		
e-Waste	e-waste disposal plan for decommissioned equipment		

Name of Signature

Signature

Date

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Technical Specifications - Bidder's compliance for the Technical Specification.

TECHNICAL, FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS

To be completed by the bidder and submitted with the Procurement documents.

(The Technical specifications may be provided in the following format. The bidder shall fill the columns 3 and 4. Bidder's failure to provide the information requested in the columns 3 and 4 may be a reason for the rejection of the Bid. If any discrepancy is observed between the information by the bidder in the column 3 and 4 and the other technical information attached to the bid, the information provided herein shall take precedence.)

Storage, SAN, Tape Library, and Rack specifications are identical regardless of chosen server option. All items delivered DDP to both HO Baththaramulla and BIA Katunayaka

Technical Specifications of Storage			
Category	Specification	Bidder Response Yes/No * (3)	Remarks (4)
Make	(Specify)		
Model	(Specify)		
Country of Origin	(Specify)		
Country of Manufacture	(Specify)		
Manufacturer Authorization	(Specify)		
Form Factor	2U		
Number of Units	2 (01 HO + 01 BIA) — DDP both sites		
System Architecture	The proposed solution must be NVMe based scale up and scale-out Active-Active architecture with native functionality/intelligence to provide workload placement and load balancing recommendation. Proposed array should support mixing of different storage models in the single scale-out cluster, with support for different drive configuration and capacity pools per controller pair (in the same cluster).		
	The proposed solution must support end-to-end NVMe multi-controller architecture		

	from host to fabric to storage. The Storage should be capable of supporting both NVMe over TCP and NVMe over FC protocols to provide more flexibility. The NVMe should work seamlessly on standard IO modules, without requiring any additional specialized HW adapters		
Number of ESM	2		
Controller Cache	32G Per Controller (64G Per System) and scalable to 128 GB or more with scale out clustering or grid architecture.		
Drive Slots per Enclosure	Up to 24 slots		
Performance	Sub milliseconds service time and low latency		
Key features	Must support sync/async and native multipathing without any additional hardware		
High Availability	Dual Active-Active Controllers (min 40 cores and 1.5TB Cache across dual controllers) and Redundant paths		
Storage Capacity	40TiB usable capacity or higher with recommended RAID Technology		
Storage Expandability	Proposed storage system should be expandable 75TiB		
Internal Storage	NVMe Flash drives with in built hardware compression		
Maximum Drives Supported	24 or Higher		
Drive Connectivity	NVMe over Fabrics (NVMe-oF)		
Host Connectivity	8 x 32G FC ports for the system (4 x 32 G FC ports per controller)		
Network Interfaces	Onboard 10 Gb RJ45 Ethernet / Dedicated 2x RJ-45 1Gb Ethernet systems management port per ESM		
Power Supply	Two redundant hot-swap 580W AC power supplies built into PCMs		
Warranty	5 years comprehensive warranty (24 x 7 x 2Hrs response time) – On Site Part Replacements and Labor Should be Provided within the warranty period. 2years comprehensive post		

	warranty (24 x 7 x 2Hrs response time) – On Site Part Replacements and Labor Should be Provided		
	Hardware replacement warranty and TAC support should be directly from OEM or OEM authorized partner		
	Device needs to be provided with all software license from day-1 as per RFP specification		
Support & Maintenance	24 x 7 Support to be provided by OEM and authorized partner		
	Need to provide health report every six month during the warranty period by OEM or OEM authorized partner		
Resolution time	Resolution time should be within 4 hrs.		
Hard Disk Retention (Optional)	Defective drives will not return to vendor after replacement with new drive		
Implementation	Implementation should be carried out by the OEM or authorized partner		
Management Interfaces Available	System Manager web interface, standalone CLI, SMI-S Provider, email, and syslog alerts		
Common Management Interface	Single console to monitor servers and storage		
Security Features	Secure Socket Layer (SSL), SSH, user-level security, RBAC, LDAP authentication		
Data Assurance	Ensures industry-standard end-to-end data integrity (from host ports to the storage)		
SPP Energy	Energy consumption (watts) at full load — specify. Energy Star certification or equivalent — specify.		
SAN Switches			
SAN Switches	2 x 24 Ports 32 Gbps SAN Switch with 16 Ports activation (8 ports activation per switch)		
SAN Switch Ports and Cables	Minimum 8x 32Gb/s FC ports per switch with 5m LC-LC cables		
SAN switches Warranty	5 years comprehensive warranty and 2 years post warranty (24 x 7 x 2Hrs response time) – On Site Part Replacements and Labor Should be Provided within the warranty period.		

	2 years comprehensive post warranty and 2 years post warranty (24 x 7 x 2Hrs response time) – On Site Part Replacements and Labor Should be Provided		
	Hardware replacement warranty and TAC support should be directly from OEM or OEM authorized partner		
	Device needs to be provided with all software license from day-1 as per RFP specification		
SAN switches Support & Maintenance	24 x 7 Support to be provided by OEM and OEM authorized partner		
SAN Switch Resolution time	Resolution time should be within 8 hrs.		
Implementation and Configuration	Implementation should be carried out by the OEM		
Tape Library			
Tape Library quantity	2 (01 HO Battaramulla + 01 BIA Katunayaka) — DDP both sites		
Tape Library	2x LTO8 Tape Drives in each site		
Tape Library scalability	Proposed tape library should be scalable to at least 3 drives		
Tape Drive Interface	Fiber Channel 8Gbps or 16 Gbps		
Number of Cartridges	The vendor must supply a minimum of 2x24 tape cartridges sufficient to fulfil the following backup retention strategy: Daily Backups: 7-day rolling retention (one full or incremental backup per day) Weekly Backups: 4-week retention (one backup per week retained for four weeks) Monthly Backups: 1-month retention (one full database backup retained per month) for databases & Monthly backup for OS. The vendor must demonstrate that the proposed cartridge quantity adequately covers all retention tiers for the full database backup scope& should provide 2 * 5 cleaning cartridges		

Tape Library features	Should support logical partitioning, integration with LTFS (Linear Tape File System)		
Tape Library Warranty	5 years comprehensive warranty and 2 years post warranty (24 x 7 x 2Hrs response time) – On Site Part Replacements and Labor Should be Provided within the warranty period.		
	2 years comprehensive post warranty (24 x 7 x 2Hrs response time) – On Site Part Replacements and Labor Should be Provided		
	Hardware replacement warranty and TAC support should be directly from OEM or OEM authorized partner		
	Device needs to be provided with all software license from day-1 as per RFP specification		
Tape Library Support	24 x 7 Support to be provided by OEM and OEM authorized partner		
Tape Library Resolution time	Resolution time should be within 4 hrs.		
Backup Solution			
Enterprise backup, recovery, and monitoring from a single platform	The proposed backup software shall support enterprise backup, recovery, and monitoring for physical servers (Unix/Linux) and virtual workloads from a single management platform.		
backup strategy	The solution shall support a 3-2-1-1-0 backup strategy : three copies of data, two different media types, one offsite copy, one immutable or air-gapped copy, and zero unverified backups.		
Immutable backup repositories	The solution shall support immutable backup repositories to protect backup data from deletion, modification, or ransomware encryption.		
Encryption in transit and at rest	Backup data shall be encrypted both in transit and at rest .		
Role based access	The solution shall provide role-based access control to restrict backup administration functions.		

Centralized monitoring, alerting, and reporting	The solution shall provide centralized monitoring, alerting, and reporting for backup job status, failures, and repository capacity.		
Policies	The solution shall support flexible retention policies (daily, weekly, monthly, yearly) consistent with the retention tiers defined in the Tape Library specification.		
Audit	The solution shall support audit logging of administrative activities including job changes, restore operations, and deletion attempts.		
Licenses	Licensing shall be based on a per-workload/instance model (physical server, logical partition, or VM), not tied to data volume.		
Implementation, configuration, knowledge transfer, and documentation	The bidder shall provide implementation, configuration, knowledge transfer, and documentation for backup jobs, repository configuration, recovery testing, and operational procedures.		

Technical Specifications OF 42U Free Standing Racks			
Category	Specification	Bidder Response Yes/No * (3)	Remarks (4)
Brand	(Should be same server OEM)		
Model	(Should be same server OEM)		
Country of Origin	(Specify)		
Country of Manufacture	(Specify)		
Number of Units	2		
Made	(Specify)		
Warranty	3 Years Comprehensive Warranty		
Type	Free Standing Rack Enclosure Cabinet with Front Mesh Door Shall have bottom cable exits		
Cable Exits			
Power Strip	2 x Horizontal PDU 10-way IEC type (Power in should be industrial connector type)		
Rack Height/form factor	42U		

Rack Width	19" Equipment Mounting Cabinet		
Dimension of rack	644mm(W) x 1098mm(H) x 2015mm(D)		
Accessories	04 Caster Wheels		
Rack Connectivity	Bidder shall include all required Power Cables and connectors.		
SPP	Confirm cooling efficiency; materials compliance (RoHS); e-waste disposal plan for decommissioned racks		

Name of Signature

Signature

Date

Company Seal

MIGRATION SERVICES TECHNICAL SPECIFICATION

Migration Services Capability / Requirement	Bidder Response Yes/No * (3)	Remarks (4)
A. PHASE 1 — Pre-Migration Assessment		
Source database assessment: schema, data volume (830 GB), performance baseline — documented		
Oracle licence strategy: renewal for 10 EE licenses + new licenses for target; CSI timeline; VAT shown separately (PM 2024 Sect. 5.13)		
Cutover runbook (minimum 10 pages): minute-by-minute 2-hour procedure with go/no-go checkpoints, rollback triggers		
B. PHASE 2 — Migration Execution		
GoldenGate or equivalent CDC tool: compatible with source Oracle 11.2.0.3 and target 19c/23ai		
Endian methodology: proof of prior use on proposed tool		

Test migration in staging: minimum 1 full test with row count, checksum, LOB integrity validation		
2-hour production cutover plan: application-level smoke tests; rollback criteria defined		
C. PHASE 3 — Post-Migration Validation and Stabilisation		
Performance benchmarking: AWR comparison; IOPS, latency, throughput targets documented		
Application compatibility verification support : Passport issuance, border control, and all dependent applications verified on target		
Documentation: As-built architecture, runbooks, DR procedures, administrator handover pack		

SECTION -X

SERVICE LEVEL AGREEMENT AND PENALTY FRAMEWORK

Procurement of Supply, Delivery, Installation, Integration, Data Migration, Commissioning and Maintenance of Database Servers, Storages, Tape Library and Racks for the Department of Immigration and Emigration

This Section defines the minimum service levels, support obligations, operational responsibilities, database performance requirements, measurement criteria, and penalty framework that apply to the Bidder throughout the full duration of the Contract, including the warranty period and the post-warranty maintenance period.

This Section shall be read together with Section VI (Conditions of Contract), Section VII (Contract Data), and Section V (Schedule of Requirements). Where there is a conflict, the Conditions of Contract shall take precedence.

1. Objective

The purpose of this Service Level Agreement (SLA) is to set out the minimum performance standards, support commitments, and operational responsibilities that the Bidder must maintain across all systems and services supplied under this Contract.

This SLA is designed to:

- Protect the uninterrupted operation of the Department of Immigration and Emigration, including the Head Office at Battaramulla and the BIA site at Bandaranaike International Airport, Katunayaka.
- Set clear, measurable obligations so that the Bidder's performance can be objectively assessed at all times.
- Establish transparent financial penalties where those obligations are not met, with the penalty stated alongside each obligation so there is no ambiguity.
- Ensure that the Oracle database environment and all associated infrastructure are kept secure, healthy, and performing optimally throughout the Contract.

2. Scope of the SLA

This SLA covers all components and services supplied and maintained under the Contract, including:

Ref.	Component / Service	Sites
1	Database Servers — 04 units	Head Office (02) and BIA (02)
2	Storage Systems — 02 units	Head Office (01) and BIA (01)
3	Tape Library — 02 units	Head Office (01) and BIA (01)
4	Racks — 02 units	Head Office (01) and BIA (01)
5	SAN Switches, where applicable	Both sites
6	Operating Systems supplied under the Contract	Both sites
7	Oracle Database Platform (19c / 23ai or the approved target version)	Both sites
8	Oracle licences supplied or renewed under the Contract	Both sites
9	Virtualisation layer, where proposed	Both sites
10	Backup and recovery systems	Both sites
11	Data migration services during implementation and cutover	Both sites
12	Post-implementation support and maintenance throughout the warranty and post-warranty periods	Both sites

3. Contract Periods Covered by this SLA

This SLA applies across all phases of the Contract as set out below. The SLA clock for each site starts independently from the date the Acceptance Committee issues the Site Acceptance Certificate for that site. Head Office and BIA are measured and reported on separately throughout the Contract.

Phase	Period	What Applies
1	Implementation and Commissioning	Delivery, installation, migration, and cutover obligations as defined in Section 10 apply from contract award.
2	Warranty Period — minimum 60 months from Site Acceptance at each site	All SLA obligations apply in full, including incident response, support, performance, backup, and reporting.
3	Post-Warranty Period — 36 months immediately following the end of the warranty period	All SLA obligations continue unchanged. Annual post-warranty maintenance fees as stated in Table PS.3 apply.

4. Penalty — General Principles

Each section below sets out the obligation and the penalty for breaching it side by side. The following general rules apply to all penalties in this SLA:

- Any breach will result in a financial penalty or service credit that the Department may deduct from any payment owed to the Bidder.
- More than one penalty can apply where a single incident causes multiple SLA breaches in the same month.
- Penalties do not limit any other right or remedy available to the Department under the Contract or applicable law.
- The Department will notify the Bidder in writing of every penalty applied, specifying the breach, the applicable clause, and the deduction amount. The Bidder has five working days

to raise a written objection, which will be resolved under the dispute resolution provisions of the Contract.

- Repeated or sustained SLA failure will be treated as chronic non-performance under Section 12, which may lead to formal warning, payment withholding, or contract termination.

5. Incident Classification, Response Times, and Penalties

All incidents must be classified and managed according to the severity levels below. The response time clock starts from the moment the incident is logged by the Department or detected by the Bidder's monitoring systems, whichever comes first. The penalty for missing a response or resolution target is shown in the same row.

Severity	What it means	Response Time	Resolution Time	Penalty if Response Time Missed	Penalty if Resolution Time Missed
P1 – Critical	Complete outage of production database services or a major system failure at either site that directly affects core immigration operations — passport issuance, border control, or any mission-critical function.	15 minutes	1 hour	LKR 25,000 per 15-minute delay beyond the response time	LKR 75,000 per hour of delay, or part thereof, beyond 1 hours. Beyond 4 hours: additional LKR 75,000 per hour continues until resolved. More than 2 P1 incidents in

					a month: LKR 150,000 additional charge per P1 from the 3rd incident onwards.
P2 – High	Significant degradation, partial outage, or a major functional failure with serious operational impact. A workaround may exist but normal operations are materially impaired.	30 minutes	4 hours	LKR 10,000 per 30-minute delay beyond the response time	LKR 35,000 per hour of delay, or part thereof, beyond 4 hours. Beyond 8 hours: additional LKR 35,000 per hour continues until resolved. More than 4 P2 incidents in a month: LKR 75,000 additional charge per P2 from the 5th incident onwards.
P3 – Medium	Moderate issue with limited operational impact. A workaround is	1 hour	8 hours	LKR 5,000 per hour of delay beyond	LKR 10,000 per hour of delay, or part thereof,

	available and the Department can continue at reduced capacity.			response time	beyond 8 hours
P4 – Low	Minor issue, informational request, or low-impact defect with no material effect on day-to-day operations.	2 hours	2 working days	LKR 2,500 per hour of delay beyond response time	LKR 10,000 per hour of delay, or part thereof, beyond 2 working days

BIA Site — Minimum Severity: Because BIA operates 24 hours a day for border control, all incidents at the BIA site must be treated as a minimum of P2 unless there is clear evidence to the contrary. The Bidder must maintain a standing arrangement to get a qualified engineer to the BIA site at any hour.

6. Support Coverage and Operational Obligations

6.1 General Support

- The Bidder must provide 24-hour, seven-day-a-week, year-round support for all production systems and services at both sites throughout the warranty and post-warranty periods.
- Support covers everything supplied under the Contract — hardware, operating systems, Oracle database software, backup systems, storage systems, and the virtualization layer.
- All support must be delivered by the OEM, an Oracle-authorized partner, or OEM-authorized technical personnel holding relevant certifications for each component.
- The Bidder must maintain a local support centre in Sri Lanka with qualified engineers and enough spare parts to deliver same-day or next-day hardware replacement for critical components at both HQ and BIA.
- Complete incident logs, escalation records, and corrective action records must be maintained and made available to the Department on request at any time.
- A Root Cause Analysis (RCA) report must be submitted for every P1 incident within 24 hours of resolution, and for every P2 incident within 48 hours of resolution.

- The Bidder must keep the Department informed throughout every incident — providing updates on status, workaround progress, and expected resolution time.

6.2 On-Site Response

- For all P1 and P2 incidents, a qualified engineer must be physically on-site at the affected location within two hours of the incident being raised — unless the issue has already been fully resolved remotely within one hour.
- For BIA incidents, the on-site requirement is extended to three hours, provided that remote triage starts within 15 minutes of the incident being raised and continues actively until the engineer is on-site.
- The Bidder must assign a dedicated technical account manager to the Department, reachable during business hours and available for emergencies at all other times.
- Within 30 calendar days of contract signing, the Bidder must submit a formal escalation matrix covering all support levels from first-line response through to OEM escalation. This must be kept current and the Department notified of any changes within five working days.

6.3 Preventive Maintenance and Penalty

Beyond responding to incidents, the Bidder must carry out structured preventive maintenance at each site

- Physical inspection of all hardware for signs of wear, overheating, or deterioration
- Firmware and OS patch status review, with application of outstanding critical patches subject to Department approval
- Storage health check — drive status, controller health, and capacity utilization
- Oracle database health check — AWR summary, table space utilization, blocking sessions, and alert log review
- Backup verification — confirm recent backups completed successfully and restore readiness is intact
- Tape library and media check
- Environmental review — temperature, power consumption, and UPS status where accessible

7. Planned Maintenance

- Any planned maintenance must be notified to the Department at least five working days in advance, with a written maintenance plan covering affected components, expected duration, and risk measures.
- Planned maintenance may only proceed within a maintenance window formally approved by the Department in writing.
- Maintenance windows must be scheduled outside business-critical hours wherever possible, and must not overlap with BIA immigration operations unless the Controller General has specifically approved this in writing.
- Emergency maintenance must be notified immediately, stating the reasons, affected services, expected impact, and estimated duration. Written confirmation must follow within four hours.
- A post-maintenance report covering what was done, any issues encountered, and the current system status must be submitted within two working days of any planned or emergency maintenance activity.

8. Service Request SLA and Penalties

The Bidder must respond to and complete all operational service requests from the Department's ICT Division. This includes user access management, resource scaling, backup and restore requests, snapshot management, patching, Oracle configuration changes, and monitoring requests. The penalty for missing the completion time is shown in the same row.

Type of Request	Response Time	Completion Time	Penalty if Completion Time Missed
Standard request — single component or routine change	30 minutes	4 hours	LKR 5,000 per hour of delay, or part thereof, per request

Complex request — multiple components, both sites, or coordinated action across teams	1 hour	1 working day	LKR 5,000 per hour of delay, or part thereof, per request
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9. Backup and Disaster Recovery SLA and Penalties

The table below sets out each backup and DR obligation alongside the penalty that applies if that obligation is not met.

Parameter	Requirement	Penalty if Not Met
Backup success rate	At least 99% of all scheduled backup jobs must complete successfully in any calendar month.	LKR 25,000 for each calendar month where the rate falls below 99%
Backup schedule	Daily full or incremental Oracle RMAN backups with transaction log archival. Weekly full backups retained for four weeks. Monthly full database and OS backups retained for one month.	LKR 15,000 per missed scheduled backup job
Tape Library archival	Monthly tape-based archival backups must be completed, verified, and stored per the Department's data retention policy. Bidder must supply 2×24 tape cartridges and 2×5 cleaning cartridges per site.	LKR 25,000 per month where archival backup is not completed or verified
Restore testing	A full restore test at each site at least once per quarter. Results submitted	LKR 100,000 per missed restore test per

	to the Department within five working days of the test.	site. LKR 15,000 per day for late submission of restore test report. LKR 150,000 if the restore test is conducted but fails.
Backup failure response	Any backup failure must be investigated, documented, and corrected within two hours of detection. The Department must be notified immediately.	LKR 20,000 per hour of delay beyond the two-hour correction window
Recovery Point Objective (RPO)	Near-zero data loss — data loss must never exceed 15 minutes for any production database.	LKR 75,000 per incident where data loss exceeds 15 minutes
Recovery Time Objective (RTO)	Recovery must be completed within two hours for any unplanned production outage at either site.	LKR 75,000 per incident, plus LKR 25,000 for each additional hour beyond 2 hours
Cross-site Data Guard replication	Replication lag between Head Office and BIA must not exceed 15 minutes under normal conditions. Any sustained breach must be escalated immediately as a P2 incident.	LKR 50,000 per sustained occurrence exceeding 15 minutes
DR runbook currency	DR runbooks and recovery procedures must be reviewed and reconfirmed at least once every six months.	LKR 25,000 per six-month period where review is not completed

Oracle Auditing must be enabled and operational on all four database instances — DB1, DB2, and DB3 at Head Office, and DB4 at BIA — at all times. The Department must be able to query and verify audit records on demand at any time. Failure to maintain auditing will be treated as a P2 incident.

10. System Performance SLA and Penalties

The Bidder must keep all supplied infrastructure performing stably and consistently in support of the Department's workloads. The targets below apply throughout the Contract. A formal performance baseline will be established and agreed during the initial stabilization period following commissioning and will serve as the reference point from that point forward.

10.1 Oracle Database Performance Targets and Penalties

Parameter	Target	Penalty if Target Missed
Critical query response time	Within the agreed stabilization baseline. Sustained degradation beyond the baseline must be investigated and a remediation plan produced.	LKR 35,000 per incident where degradation materially affects operations and is not resolved within the applicable SLA time
Sustained CPU utilization	Not to exceed 75% under normal load. Any spike must be jointly reviewed and a remediation plan accepted within 48 hours.	LKR 25,000 per instance where sustained breach is not addressed within 48 hours
Average storage I/O latency	Not to exceed 10 ms, unless jointly agreed otherwise in writing.	LKR 25,000 per incident where latency breach materially affects operations
Blocking and lock	Must not exceed the agreed threshold. Persistent blocking that	Treated as a P2 incident — P2 resolution penalties

contention	materially affects operations must be escalated immediately as a P2 incident.	apply
Tablespace utilisation	Alert the Department before any tablespace reaches 80% capacity. Initiate auto-extend or manual expansion without delay.	LKR 25,000 per tablespace that reaches 85% without prior alert or action
Data Guard replication lag	Not to exceed 15 minutes under normal conditions. Any sustained breach must be treated as a P2 incident immediately.	LKR 50,000 per sustained occurrence exceeding 15 minutes (in addition to P2 incident penalties if applicable)

10.2 Database Performance Issue Resolution Times and Penalties

Severity	Example	Resolution Time	Penalty if Resolution Time Missed
P1 – Critical	Database outage or severe slowdown directly affecting immigration operations	2 hours	LKR 75,000 per hour of delay, or part thereof, beyond 2 hours. Beyond 4 hours: additional LKR 75,000 per hour continues until resolved.
P2 – High	Significant query delays, severe database degradation, or replication failure affecting operations	4 hours	LKR 35,000 per hour of delay, or part thereof, beyond 4 hours. Beyond 8 hours: additional LKR 35,000 per hour continues until resolved.
P3 – Medium	Moderate performance degradation affecting user experience while core operations continue	1 working day	LKR 10,000 per hour of delay, or part thereof, beyond 1 working day

10.3 Database Tuning and Monitoring Penalties

Obligation	Penalty for Non-Compliance
Scheduled database tuning or optimisation activity not carried out	LKR 25,000 per missed activity
Database parameter review not completed at least once per quarter	LKR 15,000 per quarter where review is not completed
Capacity review and growth forecast not submitted at least once every six months	LKR 20,000 per six-month period where submission is missed
Long-running query or bottleneck materially affecting production operations left unresolved	LKR 35,000 per incident
More than 3 P1 or P2 Oracle performance issues in a single calendar month	LKR 50,000 additional flat charge for that month
System performance breach attributable to Bidder's configuration or failure to maintain	LKR 35,000 per breach event. If more than 3 breach events in a month: additional LKR 50,000 flat charge for that month

11. Data Migration SLA and Penalties

The obligations below apply to the migration of all four Oracle database instances from the existing IBM AIX platform to the new target platform. These are non-negotiable and must be fully addressed in the Technical Proposal. The penalty for any delay or failure is shown alongside each obligation.

Requirement	Obligation	Penalty if Not Met
Maximum cutover downtime	Two hours — non-negotiable. The migration plan must show how this will be met, including go/no-go checkpoints and a tested rollback procedure.	LKR 75,000 per hour, or part thereof, of downtime beyond two hours
Data loss at cutover (RPO)	Near-zero — zero data loss is the target. Any residual risk must be formally documented and approved by the Department before the cutover proceeds.	LKR 75,000 per incident where data loss exceeds 15 minutes
Pre-migration assessment	A detailed assessment report must be submitted and approved by the Department before any migration work begins.	LKR 20,000 per day of delay in submitting the assessment after the agreed deadline
Cutover runbook	A step-by-step runbook of at least ten pages, with minute-by-minute procedures, named responsible persons, go/no-go points, and rollback triggers. Must be approved before the cutover date is confirmed.	LKR 20,000 per day of delay in delivering the approved runbook
Post-migration stabilization	Minimum four weeks of stabilization monitoring after each site's cutover. Bidder must remain on-call at all hours during this period.	LKR 30,000 per day for each day the Bidder fails to provide required on-call coverage during stabilization
Milestone delays	All delivery, implementation, migration milestones, and the agreed cutover date must be met.	LKR 30,000 per day of delay, or part thereof, per milestone

	Delays in sub-milestones not governed by the liquidated damages clause (CC 26.1) are subject to this SLA penalty.	
Overall project delay (Liquidated Damages)	The Bidder must complete the overall project within the agreed Contract period.	1% of total Contract value per week of delay, up to a maximum of 10%, as stated in CC 26.1

12. Reporting Requirements and Penalties

The Bidder must submit the following reports on the schedule shown. All reports must be submitted electronically in both PDF and editable format. The penalty for late submission is shown in each row.

Report	How Often	When It Is Due	Penalty for Late Submission
Monthly SLA compliance report	Monthly	Within 2 working days of month-end	LKR 15,000 per day of delay. Beyond 5 working days: LKR 25,000 per day
Incident summary by severity — P1, P2, P3, P4	Monthly	Within 2 working days of month-end	LKR 15,000 per day of delay. Beyond 5 working days: LKR 25,000 per day
System health report — CPU, memory, storage, and replication lag trends per site	Monthly	Within 2 working days of month-end	LKR 15,000 per day of delay. Beyond 5 working days: LKR 25,000 per day

Oracle database performance report	Monthly	Within 2 working days of month-end	LKR 15,000 per day of delay. Beyond 5 working days: LKR 25,000 per day
Root cause analysis — P1 incidents	Per incident	Within 24 hours of resolution	LKR 15,000 per hour of delay beyond 24 hours
Root cause analysis — P2 incidents	Per incident	Within 48 hours of resolution	LKR 10,000 per hour of delay beyond 48 hours
Backup restore test report	Quarterly	Within 5 working days of the test	LKR 15,000 per day of delay per report
DR readiness and Data Guard status report	Quarterly	Within 5 working days of quarter-end	LKR 15,000 per day of delay per report
Preventive maintenance and health check report	Quarterly	Within 2 working days of each visit	LKR 15,000 per day of delay per report
Post-maintenance report — planned and emergency maintenance	Per event	Within 2 working days of completion	LKR 15,000 per day of delay per report
Oracle licence compliance and CSI reconciliation report	Annual	Within 30 days of each contract anniversary	LKR 10,000 per day of delay per report

Oracle Database Performance Reports must include at a minimum: top SQL statements by resource usage, AWR summary, identified bottlenecks and root causes, tuning actions taken, and pending risks or capacity concerns.

Monthly System Health Reports must include at a minimum: per-server CPU and memory trends, storage capacity and IOPS summary, Data Guard replication lag history, backup success rate, and any open incidents or known risks.

13. Chronic Non-Performance

The following situations will be treated as chronic non-performance:

- More than three P1 incidents in a single calendar month, occurring in two or more consecutive months
- Material SLA non-compliance in any penalty category for three consecutive months
- Repeated failure to carry out Oracle database tuning obligations, including missed activities in two or more consecutive months
- Repeated failure to meet implementation or migration milestones without a formally accepted remediation plan
- Failure to submit more than three required reports in any consecutive two-month period

When chronic non-performance is identified, the Department may take one or more of the following actions:

- Issue a formal written warning setting out the nature and duration of the non-compliance.
- Require the Bidder to submit a Corrective Action Plan within ten working days, with specific and measurable targets and timelines.
- Withhold payments until a credible Corrective Action Plan has been submitted and accepted.
- Increase reporting frequency and oversight requirements at no additional cost to the Department.
- Allow the Bidder a cure period of 30 calendar days to demonstrate measurable improvement. If the non-compliance is not resolved to the Department's reasonable satisfaction, the Department may issue 30 days' written notice of termination.
- In cases of serious or repeated non-performance that puts critical immigration systems or national border control at risk, the Department reserves the right to bypass the cure period and issue termination notice directly.

14. Exclusions

The following circumstances are excluded from SLA penalty calculations, subject to the Department's written acceptance in each case:

- Force majeure events as defined in the Contract
- Planned maintenance that has been formally approved in advance by the Department
- Failures caused solely and demonstrably by third-party systems entirely outside the Bidder's contractual scope
- Issues caused directly by unauthorized changes made by the Department or other third parties without the Bidder's involvement

Claiming an Exclusion: If the Bidder intends to invoke an exclusion, written notice must be given to the Department within two hours of identifying that an exclusion may apply. The notice must state which exclusion is being claimed, what services are affected, the estimated impact, and the supporting evidence. If notice is not given within this two-hour window, the right to claim the exclusion is forfeited and the full penalty applies.

Exclusion grounds may not be used as a way to avoid penalties without clear technical evidence. Disputed exclusions will be resolved under the dispute resolution provisions of the Contract.

15. Roles and Responsibilities

15.1 Bidder's Responsibilities

- Meeting all incident response times, service levels, and performance targets in this SLA
- Providing 24-hour, year-round support, maintenance, incident response, preventive maintenance, and all required reporting
- Keeping all systems secure, healthy, and performing well at both sites throughout the Contract
- Carrying out Oracle database tuning and optimisation within the agreed scope
- Managing Oracle licence renewals, CSI numbers, and licence compliance from start to finish
- Maintaining a local support presence in Sri Lanka with qualified staff and adequate spare parts

- Keeping the escalation matrix current and responding to escalations within the required times
- Submitting all reports on time and in the required format

15.2 Department's Responsibilities

- Providing the access, approvals, and coordination the Bidder reasonably needs to deliver the service
- Reporting incidents and operational issues through the agreed channels without delay
- Not making unauthorized changes to the contracted environment
- Providing access to relevant systems and data needed for monitoring and maintenance
- Designating a technical point of contact for day-to-day coordination with the Bidder
- Reviewing and approving planned maintenance windows in a timely manner

16. SLA Review and Continuous Improvement

- SLA performance will be reviewed at an operational level every month and at a management level every quarter.
- The Bidder is expected to identify service improvement opportunities and submit written recommendations as part of the quarterly management review.
- If operational experience shows that a specific target or reporting format needs to be refined, both parties may agree to this in writing — provided that no core obligation is weakened.
- Any agreed change must be documented as a formal addendum to the Contract and does not take effect until signed by the Controller General or an authorised representative.

17. Tender Compliance Requirement

The Bidder must include a signed compliance statement with its Technical Proposal, confirming acceptance of all provisions of this Section, including:

- Incident classification, response times, resolution times, and associated penalties — Section 5
- 24-hour support obligations, on-site response, escalation matrix, and preventive maintenance — Section 6
- Planned and emergency maintenance obligations — Section 7
- Service request SLA and penalties — Section 8

- All backup and DR requirements including RPO, RTO, and associated penalties — Section 9
- Oracle database performance targets, tuning obligations, and penalties — Section 10
- Data migration obligations, cutover constraints, and penalties — Section 11
- All reporting obligations, deadlines, and late submission penalties — Section 12
- The monthly penalty cap of LKR 500,000 and general penalty principles — Section 4
- Exclusion notification obligations — Section 14

Any deviations from this SLA must be clearly identified in a separate schedule attached to the Technical Proposal. Deviations not disclosed at bid submission will not be accepted after contract award. The Department reserves the right to reject any bid that does not substantially comply with this Section.

BIDDER'S ACCEPTANCE

We, the undersigned, confirm that we have read and understood all provisions of Section X — Service Level Agreement and Penalty Framework, and commit to complying fully with all obligations stated herein throughout the Contract period.

Name of Firm: _____

Authorised Signatory: _____

Designation: _____

Signature: _____

Date: _____

Company Seal: