

**DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA**  
**MINISTRY OF TRANSPORT & HIGHWAYS**  
**ROAD DEVELOPMENT AUTHORITY**



**BIDDING DOCUMENT FOR**

**UPGRADING OF TELEPHONE SYSTEM (VIRTUAL PABX) IN  
MAGANEGUMA MAHAMEDURA IN ROAD DEVELOPMENT  
AUTHORITY**

**CONTRACT NO: RDA/DPR/PABX/2023/125**

MARCH 2024

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GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA

**MINISTRY OF TRANSPORT & HIGHWAYS**  
**ROAD DEVELOPMENT AUTHORITY**



**INVITATION FOR BIDS**

**UPGRADING OF TELEPHONE SYSTEM (VIRTUAL PABX) IN MAGANEGUMA  
MAHAMEDURA IN ROAD DEVELOPMENT AUTHORITY**

1. The Chairman, Road Development Authority Procurement Committee, on behalf of the Road Development Authority, invites sealed bids for Upgrading of Telephone System (Virtual PABX) in Maganeguma Mahamedura in Road Development Authority .
2. Bidding documents shall be purchased by interested bidders on submission of a written application to Deputy Director General (Procurement), Procurement Management Division, Road Development Authority, 4<sup>th</sup> floor, "Maganeguma Mahamedura", No. 216, Denzil Kobbekaduwa Mw, Koswatta, Battaramulla **from 22.03.2024 until 16.04.2024 during 09:00 hrs to 15:00 hrs** upon payment of **non-refundable Tender fee is Rs. 20,000.00** (With VAT) by depositing to **the Bank of Ceylon – Corporate Branch Account Number 0000001943 in favour of Director General, Road Development Authority**. The original payment slip should be produced when purchasing the Bid Documents.
3. As per the Public Contract Act no. 03 of 1987, the Agent and successful winners of the tender shall be registered in the Department of Registrar of Companies

CONTRACT NO	DESCRIPTION	BID SECURITY (RS.)	Non-refundable Tender Fee with VAT (Rs.)
CONTRACT NO: RDA/DPR/PABX/2023/125	Upgrading of Telephone System (Virtual PABX) in Maganeguma Mahamedura in Road Development Authority	500,000.00	20,000.00

4. Bidding documents may be inspected at web site of Road Development Authority ( <http://www.rda.gov.lk/source/publications.htm> ) .
5. Bid shall be valid up to 91 calendar days from the date closing of the Bid & each Bid shall be accompanied by a Bid security (**Valid up to 14.08.2024**) for the amount mentioned above. Any Bid not accompanied by a valid Bid Security will be rejected.
6. Pre-Bid meeting will be held on **05.04.2024** at 10:00 Hrs at the Procurement Management Division, 4<sup>th</sup> Floor, "Maganeguma Mahamedura", Denzil Kobbekaduwa Mw , Koswatta, Battaramulla.
7. Bidders are required to submit the Bid (Original and Copy) in two sealed envelopes to Deputy Director General ( Procurement ), Road Development Authority, 4<sup>th</sup> floor, "Maganeguma Mahamedura", No. 216, Denzil Kobbekaduwa Mw, Koswatta, Battaramulla **on or before 14:00 hrs on 17.04.2024**. Late bids will be rejected. The Bid will be opened soon after the closing at the presence of bidder's representatives.

Please indicate **“Upgrading of Telephone System (Virtual PABX) in Maganeguma Mahamedura in Road Development Authority ”**. On top left corner of the envelop.

8. For further details, please contact Deputy Director General (Procurement), RDA on **Tel :011-2884790/ E mail: procurement@rda.gov.lk**

**Chairman, RDA Procurement Committee, Road Development Authority,**

**1<sup>st</sup> floor, “Maganeguma Mahamedura”,**

**No. 216, Denzil Kobbekaduwa Mw , Koswatta, Battaramulla.**

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## SECTION II. INSTRUCTIONS TO BIDDERS (ITB)

No	Item	Data
<b>1.0 - GENERAL</b>		
	The Employer's Name	Road Development Authority established by the Act No.73 of 1981
	Address	Director General, Road Development Authority, 1st floor, "Maganeguma Mahamedura", No. 216, Denzil Kobbekaduwa Mawatha, Battaramulla.
1.1	Scope of Work	<p>1.0 Study the present Telecommunication System in "Maganeguma Mahamedura" in Road Development Authority and Ministry of Transport &amp; Highways. The existing system should be upgraded to a Modern Virtual PABX system with latest technology with provisions for expansion the same system to all provincial officers in Road Development Authority such as Provincial Directors Office, Chief Engineers office, Executive Engineer's Office, 10 Asphalt Plants Office etc..</p> <p>2.0 The system improvement should be covered the improvement of hardware, software and hosting facilities to the latest technology with the comprehensive warranty for 05 years.</p> <p>3.0 Strictly comply to requirements as mentioned in Service Levels under the Section VI in the Bidding Document.</p> <p>4.0 The Contract period is 05 years.</p> <p>5.0 The Bidder should indicate a fixed monthly rental for 05-year period for whole system improvement including the cost for all equipment, Hardware &amp; related accessories, Software, hosting facilities any repair/replace any defective equipment and transport cost for above maintenance works.</p> <p>6.0 The Service Provider must provide brand new device/equipment instead of defective item, shall cover at least full three (03) year comprehensive warranty (whenever applicable) from the date of installation. If the replacement has any function change/specification change, shall obtain written approval from the Officer appointed by the Director General of Road Development Authority before the replacement.</p> <p>7.0 Maintenance of all documentation such as fault reporting Log book, monthly activity report, System change logs, Version control Documents and all relevant As Build Drawings relevant to Maintenance Control shall be mandatory by the Service Provider. A soft copy and hard copy of such documents shall be submitted to the Officer appointed by the Director General of Road Development Authority whenever update is necessary.</p>

		<p>8.0 All maintenance activities and services shall be performed by the Service Provider with the written or verbal forms of approvals from Officer nominated by the Director General in Road Development Authority and all maintenance works should be carried out under supervision of the Officer nominated by the Director General of Road Development Authority.</p> <p>9.0 The Service Provider shall nominate contact point to report faults around the clock upon requirement.</p> <p>10.0 The basic periods of Service Availability for onsite service are from 08.30 a.m. to 05.00 p.m. Monday through Friday. However, for Severity 01, and 02 faults, the Service availability time shall be 24 hours, 7 days per week or as requested by the RDA.</p> <p>11.0 During the period of maintenance availability, Road Development Authority will permit the nominated representative of the service provider to access the equipment to discharge their maintenance &amp; service obligations. However, the nominated representative shall be necessary identity mechanism to prevent unnecessary access.</p> <p>12.0 When the Service Provider requires for service outage to perform system maintenance works, then he should obtain the prior approval from the Officer nominated by the Director General in Road Development Authority is mandatory.</p> <p>13.0 The Service Provider shall be liable for all costs, expenses, losses and damages to equipment or to the customer including but not limited to loss of data, records and files.</p> <p>14.0 If there is any additional charges for maintenance works then he should obtain the prior approval from the Officer nominated by the Director General of Road Development Authority.</p> <p>15.0 Refer the Section VI for Service Levels in Bidding Document</p> <p>16.0 All Manuals / Technical Specification details shall be provided with the bid.</p> <p>17.0 The Service Provider should provide training facility for nominated staff of Road Development Authority to carry out Level – 1 maintenance works in the system.</p>
1.2	The Contract Period	The total contract period is <b>05 Years</b>

1.3	The office for collection of bid forms	Office of the Deputy Director General (Procurement), Procurement Management Division, 4 <sup>th</sup> Floor, "Maganeguma Mahamedura", Denzil Kobbekaduwa Mw, Koswatta , Battaramulla during office hours from 09:00 Hrs. to 15:00 Hrs.
	The non - refundable fee	Rs. <b>20,000.00</b> (With VAT)
	Dead line for issuance of Bid Documents	<b>16.04.2024</b>
1.4	Source of fund	GOSL
1.5	Eligibility & Qualifications	All criteria, mentioned in Section 5.2, shall be fulfilled by the bidder
<b>2.0 CONTENTS OF BIDDING DOCUMENTS</b>		
2.1	Content of Bidding Document	Section I – Invitation to Bid Section II – Instructions to Bidders Section III – Standard Forms (Contract) Section IV – Conditions of Contract Section V – Technical Specifications Section VI – Service Levels Section V – Form of Bid Section VI – Price Schedule
2.2	Clarification of Bidding document	Attention: Deputy Director General (Procurement) Address: 4 <sup>th</sup> Floor, "Maganeguma Mahamedura", Denzil Kobbekaduwa Mw, Koswatta, Battaramulla. Telephone: 011 2046482 / 011 2884790 Fax Number: 011 2884790 E mail address: rdaprocurement@gmail.com
2.3	Amendment of Bidding Document	Before the deadline for submission of Bids, the employer may modify the bidding documents by issuing addenda if necessary. Any addenda thus issued shall a be part of the bidding document.
<b>3.0 – PREPARATION OF BID</b>		
3.1	The language of the bidding document	English
3.2	Value Added Tax	VAT component shall not be included in the rate. The amount written in the Form of Bid shall be without VAT but including all other taxes. However, VAT component shall be shown separately at the end of the Price Schedule.
3.3	Price Adjustment	Refer Clause 4.4

3.4	Currency for payment	Sri Lanka Rupees
3.5	The Bid shall be valid up to	<b>17. 07. 2024</b>
3.6	Submission of bid security	Bid security from a reputed bank acceptable to the Employer shall be submitted
3.7	Bid Security	Bid security for an amount of <b>Rs. 500,000.00</b> The Bid security shall be valid until <b>14.08.2024</b>
3.8	Signing of Bid	The original & the copy of the form of bid shall be written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid shall be initialed by the person or persons signing the bid.
<b>4.0 - SUBMISSION OF BID</b>		
4.1	Marking of Bids	The Original & Copy of Financial Bid should be submitted in separate two envelopes as follows:  “ <b>Upgrading of Telephone System (Virtual PABX) in Maganeguma Mahamedura in Road Development Authority</b> ”
4.2	Bid submission address	Attention: Chairman, Road Development Authority Procurement Committee  Deputy Director General (Procurement) <b>4<sup>th</sup> Floor,</b> “ <b>Maganeguma Mahamedura</b> ”, <b>Denzil Kobbekaduwa Mw,</b> <b>Koswatta , Battaramulla.</b>  The deadline for the submission of bids is: Date: <b>17.04.2024</b> Time: <b>2.00 pm</b>
4.3	Modifying & Withdrawal	Bidder may modify, or withdraw their bids by giving notice in written before the deadline.
<b>5.0 - BID OPENING &amp; EVALUATION</b>		
5.1	Bid opening	The financial bid will be opened soon after closing the bid Address: Procurement Management Division, 4 <sup>th</sup> Floor, “Maganeguma Mahamedura”, Denzil Kobbekaduwa Mw, Koswatta, Battaramulla.  <b>Date: 17.04.2024</b> <b>Time: 2.00 pm</b>



5.2	Evaluation	<p>The bidder shall submit the following documents for evaluation purpose.</p> <ul style="list-style-type: none"> <li>• <b>Annex-I:</b> Business Registration;</li> <li>• <b>Annex-II:</b> VAT Registration number (If Any)</li> <li>• <b>Annex-III:</b> Legal Status (Sole proprietor, Partnership, Company etc.)</li> <li>• <b>Annex-IV:</b> PCA 3 Certificate -Certificate of registration issued by the Registrar of Public Contract for the above contract</li> <li>• <b>Annex-V:</b> Written Power of Attorney for the authentication for signatory</li> <li>• <b>Annex-VII:</b> Minimum 05 years of work experience in similar capacity works need to be justified by completion certificates.</li> <li>• <b>Annex -VIII:</b> valid Telecommunication Equipment Vendor's License issued by the Telecommunication Regulatory Commission of Sri Lanka.</li> <li>• <b>Annex - IX :</b> The bidder should not be black listed</li> </ul> <p><b>Employer will evaluate and compare only the bids determined to be substantially responsive.</b></p>
<b>6.0 - AWARD OF CONTRACT</b>		
6.1	Performance Security	<p>The Standard Form of Performance Security acceptable to the Employer shall be a Bank Guarantee from a reputed Bank operating in Sri Lanka and accepted by the Treasury for issue of Guarantees. The amount of Performance Security is 5% (Five percent) of the Initial Contract Price. The Format of the Performance security shall be strictly in accordance with the specific format given in Standard Forms.</p> <p>Validity Period: 60 Months &amp; 28 days (1853 days) from the Commencement date.</p>
6.2	Advance Payment	N/A
6.3	The Adjudicator	Appointed by the Institution of Engineers, Sri Lanka (IESL)

## SECTION III – STANDARD FORMS (CONTRACT)

### FORM OF BID SECURITY

*[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: Director General, Road Development Authority, 1<sup>st</sup> Floor, "Maganeguma Mahamedura", 216, Denzil Kobbekaduwa Mw, Koswatta, Battaramulla.**

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

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

We have been informed that ----- *[insert (by issuing agency) name of the Bidder; if a joint venture, list complete legal names of partners]* (hereinafter called "the Bidder") has submitted to you its bid dated ----- *[insert (by issuing agency) date]* (hereinafter called "the Bid") for the **Upgrading of Telephone System (Virtual PABX) in Maganeguma Mahamedura in Road Development Authority** under Invitation for Bids **CONTRACT NO: RDA/DPR/PABX/2023/125.**

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

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

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

This Guarantee shall expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the Contract signed by the Bidder and of the Performance Security issued to you by the

Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the Bidder was unsuccessful, otherwise it will remain in force up to ----- (*insert date*)

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

*[Signature of authorized representative(s)]*

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**FORM OF PERFORMANCE SECURITY  
(Unconditional)**

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

**Beneficiary: Director General, Road Development Authority, 1st floor, "Maganeguma Mahamedura", No. 216, Denzil Kobbekaduwa Mawatha, Battaramulla.**

**Date:** -----

**PERFORMANCE GUARANTEE No.:** -----

We have been informed that ----- [name of Contractor] (hereinafter called "the Contractor") has entered into Contract No. ----- [reference number of the contract] dated ----- with you, for the ----- [insert "Service"] of ----- [name of contract and brief description of Works] (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 Contractor, 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], 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 Intended Completion Date] and any demand for payment under it must be received by us at this office on or before that date.

\_\_\_\_\_  
[signature(s)]

## SECTION IV – CONDITIONS OF CONTRACT

No	Item	Data
1.1	The Employer Name, Address & Contacts for notices	Road Development Authority established by the Act No.73 of 1981 Director General, Road Development Authority, 1st floor, “Maganeguma Mahamedura”, No. 216, Denzil Kobbekaduwa Mawatha, Battaramulla.  Telephone: 0112862795 Facsimile number: 0112872272 E-mail address: gom@rda.gov.lk
1.2	The Engineer	The Building Manager of Road Development Authority
1.3	The Works consists of	The work consists of Upgrading of Telephone System (Virtual PABX) in Maganeguma Mahamedura in Road Development Authority
1.4	Date of commencement	30 Days from the issuing of the Letter of Acceptance
1.5	Sub-Contracting	Generally subcontracting is not be allowed but for special situation subcontracting could be allowed under the approval of the Director General of Road Development Authority
16	Performance Security	The Standard Form of Performance Security acceptable to the Employer shall be a Bank Guarantee from a reputed Bank operating in Sri Lanka and accepted by the Treasury for issue of Guarantees. The amount of Performance Security is 5% (Five percent) of the Initial Contract Price. The Format of the Performance security must be strictly in accordance with the specific format given in Standard Forms and it should be valid up to the end of contract period plus 28 days.
1.7	Payments	Payments will be done after completion of the works and according to the Price Schedule in Section VIII & Performance index as per the Service Levels in Section VI in Bidding Documents
1.8	Service Review Meetings	The service review meeting would be carried out by the Engineer for the Contract in Road Development Authority in every 03 months period and participation of responsible officer from the service provider for this meeting is mandatory.
1.9	Termination	1.0 If the Service Provider’s service, supplying & replacing necessary equipment and attending to fault repairing works etc., is not satisfactory according to the terms and conditions in the contract, then Road Development Authority reserves right to terminate the contract immediately by encashing the Performance Security.  2.0 Road Development Authority reserves right to terminate the contract any time with prior notice of one month. At this

		<p>occasion Performance Security would be returned to the Service Provider.</p> <p>3.0 Expiry of the Performance Bond</p> <p>4.0 Penalty Limits reaches to the maximum limits as appeared in Section VI – Service Levels in Bidding Documents</p> <p>5.0 Not complying to the Service Levels in Section VI in Bidding Documents</p>
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**SECTION V - TECHNICAL SPECIFICATIONS**

## Technical Specifications and Client Requirements

### 1. Background:

The **Maganeguma Mahamedura** Premises employs over 700 analog and IP-based telephone systems for communication. The system is managed by an on-site Private Branch Exchange (PBX) installed seven (7) years ago, with an E1 link connecting it to the Sri Lanka Telecom network. The current system has reached its end of life (EOL), and vendor support is no longer available in case of issue, and spare parts are unavailable, and upgrades or adjustments to meet new requirements are not feasible. So the Road Development Authority aims to upgrade this system to a modern standard with greater expandability to cater future requirements and with less maintenance requirements.

### 2. Proposed Solution:

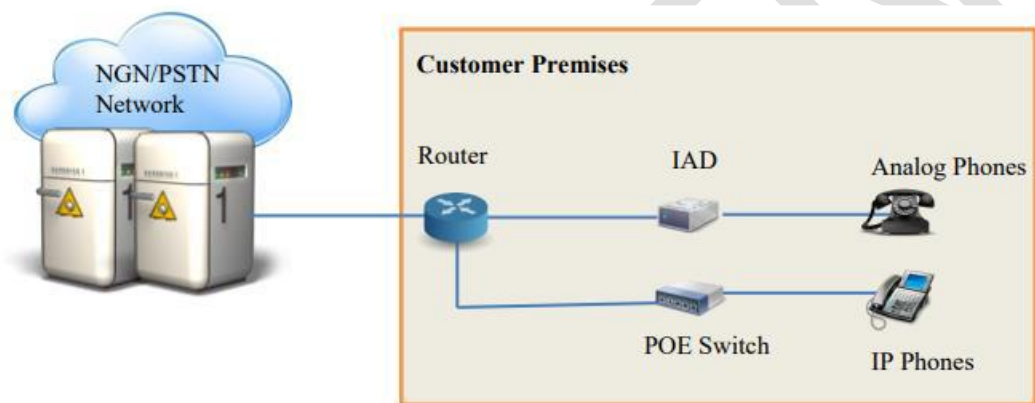


Fig. 01 – Simplified system architecture

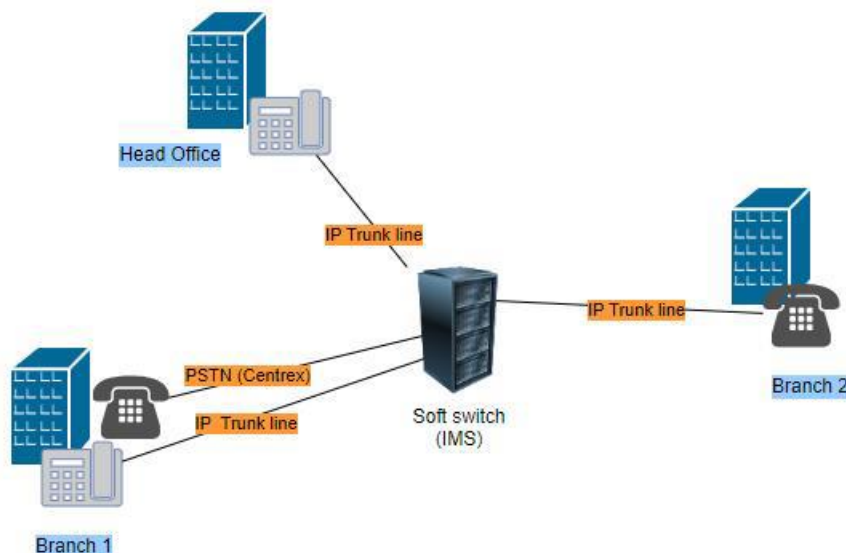


Fig. 02 – High level architecture

The Cloud Service IP Endpoint service facilitates the connection of SIP-enabled IP phones and analog phones with the service provider's soft switch over the IMS platform to manage standard audio calls, as depicted in Figure 01.



Also, the proposed solution should provide all the features traditionally offered by a PABX, but through a hosted PABX solution with numerous additional benefits for the RDA. Additionally, the system should be capable of connecting multiple locations of the customer as a unified group, as illustrated in Figure 02. IP phones, analog phones, and operator phones should serve as endpoints, similar to those used in traditional PABX systems, allowing the RDA to connect its sub-offices across the country as needed.

The infrastructure, including generator and UPS power backup systems, as well as air-conditioned room space, will be readily accessible for the installation of on-premises equipment whenever necessary.

### 3. Client Requirements (should be duly filled by the bidders)

Minimum Specification/Requirements		Bidder's Response Yes/No	Technical Reference or Comments
Service provider's Name			
Type of Service			
Version and Release Date			
Features	<b>Extension Dialing</b> – Each extension can be assigned a short code for dialing.		
	<b>End points</b> – Should be able to support all types of end devices (Analog phones, IP phones, Video phones, soft clients etc.)		
	<b>Automatic Call Back</b> – When the user receives a busy condition, a call will be automatically generated to both parties when the receiver is available.		
	<b>Call forwarding Always</b> – All incoming calls are redirected to a number specified by the customer.		
	<b>Call Forwarding Busy</b> – Incoming calls will be forwarded to a number specified by the customer only when the user is busy.		
	<b>Call Park</b> – Allows the user to hold a call from one phone and retrieve it from another.		
	<b>IVR facility</b> – Multiple levels of automatic voice recordings for IVR		
	<b>Call Pickup</b> – User is able to answer any incoming call in a pickup group. The pickup group has to be predefined by the administrator.		

	<b>Call Transfer</b> – Enables the user to transfer the call to another party.		
	<b>Call Waiting</b> – When user is currently in a call, a busy message will not be sent to the next incoming call.		
	<b>Call Line Identification (CLI)</b> – Incoming call can be identified by the user.		
	<b>Distinctive Ringing</b> – User can define a criterion to assign different ringing tones for different incoming calls.		
	<b>Music on Hold</b> – A music file can be played when calls are on hold.		
	<b>Speed Dialing</b> – Dialing a pre-defined number using 1 or 2 digits.		
	<b>Call Log</b> – Details on answered, received and missed calls.		
	<b>Hunting</b> – A group of numbers to be assigned to answer calls received to a special hunting number. The way in which the specific group of numbers ring can be changed as requested (e.g.: Simultaneous, one after the other)		
	<b>Time of Day Routing</b> – Calls received at a specific time of the day (e.g.: after office hours) can be routed to different numbers.		
	<b>Call Recording</b> – Recording of calls handled by each extension can be retrieved as required.		
	<b>Conference Barge</b> – The user can barge into a call ongoing between two or multiple parties.		
	<b>Secretary Service</b> – The phone calls shall be secure as requested by the RDA higher officials.		
	<b>Whitelisting</b> – Calls can be received from and sent to only a specified list of numbers per extension. This list of numbers can also be prioritized while		

	allowing other calls to be received.		
	<b>Local Survivability</b> – In case of an external link failure, the external connectivity is lost. But extension dialing is facilitated through the analog phones with in the premises.		
	<b>Integration with Call Center</b> – Basic call center features can be provided using soft clients or phones for call center agents. These features include call status monitoring, call recording, and reporting capabilities. Additionally, the system can be expanded to accommodate the requirements of <b>RDA's 1968 call center</b> upon request.		
	<b>Call System Capacity</b> – The proposed V-PABX system should capable of managing: <ul style="list-style-type: none"> <li>• 650 analog extensions and 70 IP extensions within the premises.</li> <li>• Facilitating 150 external connections to sub-offices located nationwide.</li> </ul> To ensure uninterrupted communication, the system should support a minimum of 250 simultaneous lines without blocking calls.		
	<b>Expandability</b> – The system shall be expandable up to 20% extra without changing the in-premises hardware and links.		
	<b>Redundancy</b> – To ensure the system functions without a single point of failure, all critical components and links must be redundant. This redundancy should safeguard against any potential failure in the system.		
	<b>Access to Statistics, User Configuration and Logs</b> – The system will grant authorized clients access to perform minor operational changes, view logs, recordings, and monitor real time performance data via a suitable and secured interface.		
	<b>Existing Number Range</b> – The existing National Destination Codes (NDCs) of all clients shall not be changed to avoid inconvenience.		
	<b>Usage Costs</b> – All types of calls in between all numbers (added as extensions) shall be free of charge.		
	<b>Supporting Materials</b> – The bidder's proposal should include an implementation plan with expected time frame, integration plan, maintenance plan, and payment schedule.		

Maintenance and Service	<p>The bidder shall enter into a Service Level Agreement (SLA) (draft attached) with the RDA for entire <b>Five (05) year</b> period, starting from the date of commencement and will be extended upon the requirement.</p>		
	<p>When the bidder opts to utilize the existing equipment or wiring, they shall be responsible for maintenance, with support from the Maganeguma Building maintenance teams.</p> <p>Bidders are invited to assess the existing infrastructure at their discretion during the bidding phase.</p>		
Prior Experience	<p>The bidder must possess a minimum of Five (05) years of prior experience in handling similar projects and must be an authorized agent for selling or operating such services in Sri Lanka. Proof documents validating this experience and authorization must be attached with the bid.</p>		
Other Important Aspects	<p>The Supply, Installation, Testing and Commissioning of PABX equipment and all related accessories and services shall conform to the all specification given hereunder.</p> <ol style="list-style-type: none"> <li>a. Only the bidders holding valid Vendor Licenses issued by the Telecommunication Regulatory Commission of Sri Lanka (TRCSL) are eligible to submit tenders. These licenses must cover at least the installation, maintenance, and repair of wired and wireless telecommunication apparatus. (Attach proof documents)</li> <li>b. The PABX equipment and the extension telephone instruments offered shall be of a type approved (if necessary) by the Telecommunication regulatory commission of Sri Lanka, and supporting documents shall be submitted with the tender.</li> <li>c. The bidder shall furnish a complete list of spares and accessories (if any) with their current unit prices required for the maintenance of the PABX and associated equipment. A price escalation formula for the future supply of all spares and accessories shall also be given. Future orders for spares shall be executed within 3 months placing firm order.</li> <li>d. The bidder shall state whether the equipment offered needs a controlled environment and if so the limits to which</li> </ol>		

	<p>the systems has been designed to work in an uncontrolled environment without any air-conditioning and humidity controlling. The bidder shall give the names of three organization in Sri Lanka where similar equipment has been commissioned and his operating satisfactorily without a controlled environment.</p> <p>e. The bidder must be supported by full descriptive literature and technical data pertaining to the equipment offered in order to justify the compliance statement. The literature should correspond specifically to the model/s offered. Technical brochures, specification of all models to telephone instruments offered (whenever applicable) should be submitted along with the offer.</p> <p>f. The equipment provided shall conform to recognized international standards. The Bidder shall state which standards the offered equipment conforms to.</p>		
Testing and Commissioning	<p>a. Two (02) sets of “as Built” drawings of the following (whenever applicable) distribution cable network layout, wiring diagrams, equipment connectivity, logical connectivity and a set of instruction manuals for the system and equipment shall be provided.</p> <p>b. The bidder, after satisfactory commissioning of the system shall demonstrate the operation of the equipment including all the features specified and hand over the system to the Road Development Authority of Sri Lanka who, after ascertaining that the system satisfies the technical specification and the operation in all respects, shall accept the same and issue an acceptance certificate.</p>		
Payment Terms	<p>Payment for the Virtual PBX service will be on a monthly basis. However, usage charges for outgoing calls to national and international networks will be considered separately.</p>		
	<p>A startup fee may be arranged, if necessary, with a bank guarantee for an equivalent amount, which will be released after successful commencement.</p>		
Evaluation Criteria	<p>A demonstration or presentation will be conducted, outlining the proposed solution along with its features. This will be followed by a technical evaluation and a financial assessment. For the financial evaluation, costs incurred within the entire</p>		

	5-year period for all services, excluding usage charges, will be taken into account.		
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Name \_\_\_\_\_

In the capacity of \_\_\_\_\_

Signed \_\_\_\_\_

Duly authorized to sign the Bid for and on behalf of \_\_\_\_\_

Date \_\_\_\_\_

Bidders must indicate the specifications offered in respect of each item of the specification sheet in the “Bidders Response” column. All printed literature should be provided as proof or justification to what have been quoted by bidders.

All specifications and requirements above should have been highlighted in the catalogues, brochures and leaflets. Page numbers of such proposed details should be listed in the “Technical Reference” column.

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**SECTION VI – SERVICE LEVELS**

Expected service levels under this agreement is mentioned below. The time will start upon the first information, passes to the supplier's contact point.

No	Service Level	Description	Telephone	Remote Login	On Site	Late penalty
1	P1	Total failure of the systems operation or impact more than 70%	Immediate	15 minutes	1 hour	Upto 100% of the payment deduction
2	P2	Partial system failure resulting loss of operation more than 40% impact.	Immediate	1 hour	4 hours	Upto 70% of the payment deduction
3	P3	Sub system failure or more than 10% effect on the system operation	8 hours or on the next business day	12 hours	1 day	Upto 30% of the payment deduction
4	P4	End node fail, configuration requests or any other minor issues	Response on the next business day or 02 days			Upto 10% of the payment deduction

Service Levels

**Note:** 1.0 The representative of the Service Provider shall attend on service review meeting with the Road Development Authority, once per every 03 months to discuss the progress and issues.

2.0 Planned service outages can be scheduled outside the office hours , contingent upon mutual agreement.



## SECTION VII: FORM OF BID

### UPGRADING OF TELEPHONE SYSTEM (VIRTUAL PABX) IN MAGANEGUMA MAHAMEDURA IN ROAD DEVELOPMENT AUTHORITY

**To:** The Director General, Road Development Authority.

**Gentlemen,**

1. We have examined and have no reservations to the Bidding Documents of **Upgrading of Telephone System (Virtual PABX) in Maganeguma Mahamedura in Road** Development Authority , **CONTRACT NO: RDA/DPR/PABX/2023/125** above named works, we the undersigned, offer to execute transport asphalt from asphalt plant. 1MT into 1km distance Rs .....  
(LKR\*.....) (Without VAT) (Insert the bid amount in words and figures) be ascertained in accordance with the said Conditions.
2. We acknowledge that the Bidding Data forms part of our Bid.
3. We undertake, if our Bid is accepted, to commence the Works as stipulated in the Contract Data, and to complete the whole of the Works comprised in the Contract within the time stated in the Contract Data.
4. We agree to abide by this Bid for the period of 91 days from the time of closing of the Bids or any extended period to which we may agree and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. If our bid is accepted, we commit to obtain a performance security for the value of 5% of the contract amount
6. Unless and until a formal Agreement is prepared and executed, this Bid together with your written acceptance thereof shall constitute a binding contract between us.

- 7. We accept / do not accept the Adjudicator.
- 8. We understand that you are not bound to accept the lowest or any Bid you may receive.

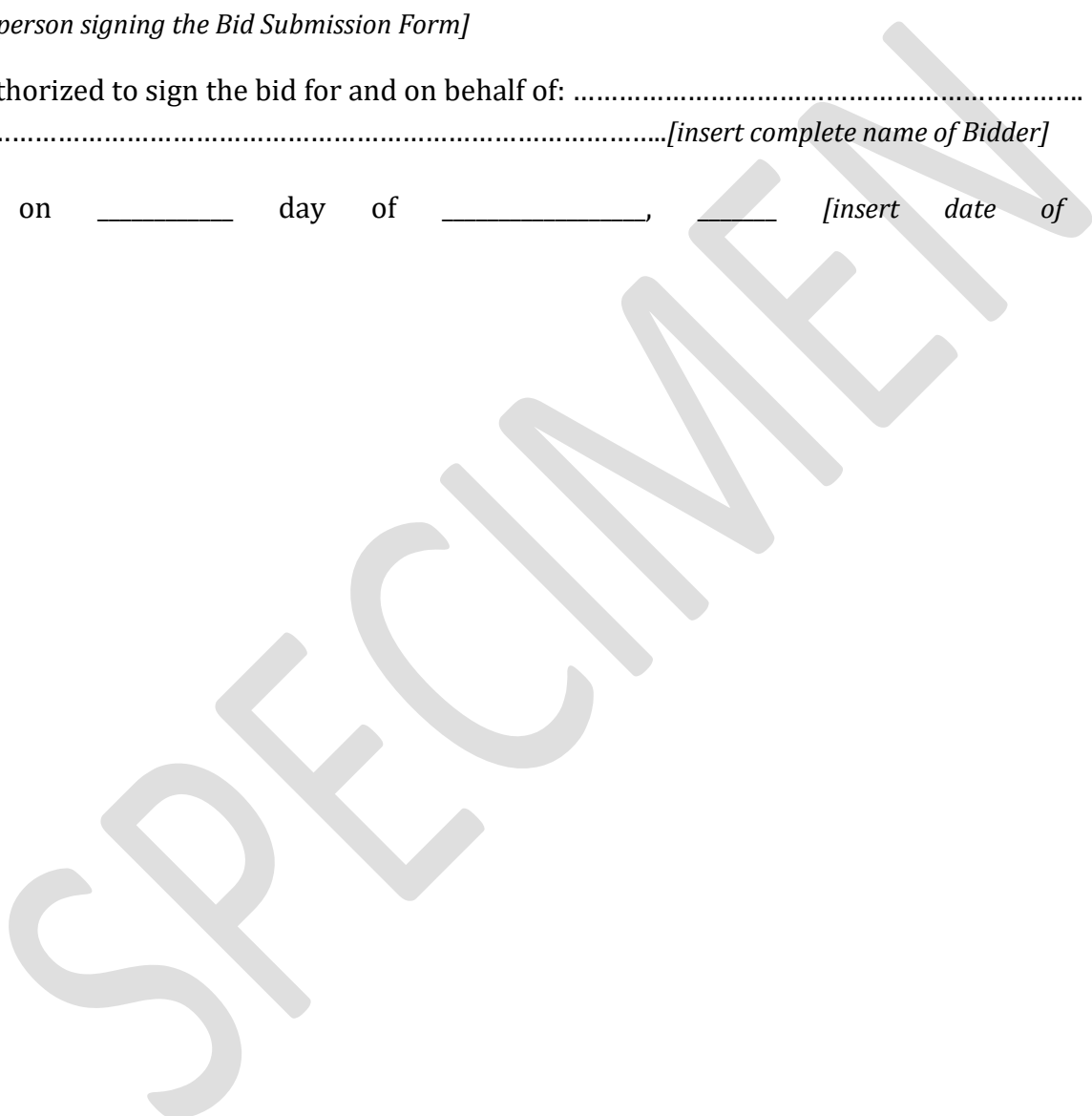
Signed: ..... *[Insert signature of person whose name and capacity are shown]*

In the capacity of .....*[insert legal capacity of person signing the Bid Submission Form]*

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

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

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*



**SECTION VIII: PRICE SCHEDULE**

**UPGRADING OF TELEPHONE SYSTEM (VIRTUAL PABX) IN MAGANEGUMA MAHAMEDURA IN ROAD DEVELOPMENT AUTHORITY**

**CONTRACT NO: RDA/DPR/PABX/2023/125**

1	2	3	4	5	6
<b>No.</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>	<b>Monthly Rate (Rs)</b>	<b>Amount (Rs)</b>
1.0	Analog End points	No	650		
2.0	IP End points	No	70		
3.0	Nationwide extensions	No	150		
4.0	On premises equipment charges (A separate list should be attached by the bidder)	Lump Sum			
5.0	Service Level Agreement Charges	Lump Sum	01		
6.0	IP trunk link charges	No	02		
7.0	Onetime Startup fee	Lump Sum			
8.0	Any Other charges (Please specify in details in a separate schedule if necessary)	Lump Sump			
9.0	<b>TOTAL COST WITHOUT VAT</b>				
10.0	VAT (18%)				
<b>11.0</b>	<b>TOTAL (WITH VAT)</b>				

Bid Rate (3) quoted in Words (Without VAT):

.....  
.....

Name of the Authorized officer : .....

Signature : .....

Date with Seal : .....

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**TO BE RETURNED WITH THE BID**

**ISSUING DETAILS OF THE DOCUMENTS**

Bid Document No : **CONTRACT NO: RDA/DPR/PABX/2023/125**

Document Issued to : .....

Name : .....

Address : .....

Contact Fixed Telephone No .....

Contact Mobile Telephone Nos .....

Email Address .....

Non-refundable cash payment: Rs. **20,000.00** (With VAT) Receipt No: .....

.....  
Signature of the Authorized Issuing Officer  
Director Procurement  
Road Development Authority

Date: ..... / ..... / 20.....

**Error! Reference source not found.**

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**Receipt to be paste here**  
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