

CEYLON PETROLEUM STORAGE TERMINALS LIMITED



BID DOCUMENT

MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR THREE YEARS (2018-2021)

BID No.: KPR/ 65 /2018

The Chairman
Department Procurement Committee
C/o Manager Procurement
Ceylon Petroleum Storage Terminals Limited
Procurement Function
1st Floor, New Building
Oil Installation
Kolonnawa.
Sri Lanka.
Telephone : 0094-11-2572156, 0094-11-5663121
Fax : 0094-11-2572155
E-Mail : procure@cpstl.lk

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INVITATION FOR BIDS (IFB)

CEYLON PETROLEUM STORAGE TERMINALS LIMITED

MAINTENANCE SERVICE FOR 338 NOS DESKTOP COMPUTERS, 14 NOS LAPTOP COMPUTERS, 177 NOS PRINTERS, 337 NOS MONITORS AND 01 NO SERVER TO CPSTL FOR THREE YEARS (2018-2021)

TENDER REF NO: KPR/65 /2018

The Chairman, Department Procurement Committee (Minor) on behalf of the Ceylon Petroleum Storage Terminals Limited (CPSTL), Kolonnawa, Wellampitiya, hereby invites sealed bids from the reputed Authorized Service Providers (ASP) of leading manufacturers of branded computers & printers for 03 years

Maintenance Service Contract for the above items located at Kolonnawa Installation, Muthurajawela Installation, eleven (11) Lanka Bulk Depots, and Oil Facilities office at Colombo Port.

Interested parties may refer the tender document and obtain necessary information through the CPSTL website: <http://www.cpstl.lk/cpstl/tenders> and the original bidding document (full set) could be obtained from the undersigned on submission of a written request, during working days between **0900 hrs and 1400 hrs. up to 26th September 2018**, upon payment of a non-refundable bidding document fee of **Three thousand Sri Lanka Rupees (LKR 3,000.00)** per document. Bidders are requested to inspect the bidding document prior to purchase and once it is purchased, bidding document fee is not refundable for any reason whatsoever.

Duly filled bidding documents may be sent by registered post or sealed cover **to reach** the Chairman, Department Procurement Committee, C/o Manager Procurement, Ceylon Petroleum Storage Terminals Limited, Procurement Function, 01st Floor, New Building, Oil Installation, Kolonnawa, Wellampitiya, or could be deposited in the tender box kept at the above address, on or before **1400 hrs. on 27th September 2018**. Late bids will be rejected.

Bids will be closed at 1400 hrs. on 27th September 2018 and will be opened immediately thereafter at the office of Manager Procurement, in the presence of the authorized representatives of the bidders who chose to attend.

Bids shall be valid up to **13.12.2018**

All bids must be accompanied by a bid security of Seventy Five Thousand Sri Lanka Rupees (LKR 75,000.00), which shall be valid until 10.01.2019.

Clarifications (if any) shall be sought from the Manager Procurement on **Tel: +94-11-2572156/ +94-11-5663121, Fax: + 94-11-2572155, Email: procure@cpstl.lk**.

**The Chairman
Department Procurement Committee (Minor)
C/o Manager Procurement
Ceylon Petroleum Storage Terminals Limited
Procurement Function
01st Floor, New Building
Kolonnawa,
Wellampitiya**

CEYLON PETROLEUM STORAGE TERMINALS LIMITED

INVITATION TO BID

Address : CEYLON PETROLEUM STORAGE TERMINALS LIMITED
Kolonnawa Installation
Wellampitiya.

Telephone No. : 011-2572156, 011-5663121
Fax No. : 011-2572155
E-mail : procure@cpstl.lk

MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR THREE YEARS (2018-2021)

1. Ceylon Petroleum Storage Terminals Limited (CPSTL) invites sealed bids from reputed Authorized Service Providers (ASP's) of leading manufacturers of branded computers & printers for the work of "Maintenance Service Contract for Personal Computers & Printers for three (03) years" for the company.
2. Bidders must observe and conform to the "Terms and Conditions of the Bid" set out in the INSTRUCTIONS TO BIDDERS (ITB) in all respects.
3. The bid documents could be obtained on payment of a non-refundable fee of Rs. 3,000/-. No bid will be considered unless it is made on the forms issued by the Ceylon Petroleum Storage Terminals Limited
4. Each Bid must be accompanied by the required Bid Security.

Date: -----

.....
Manager Procurement
On behalf of Chairman
Department Procurement Committee
CPSTL

CEYLON PETROLEUM STORAGE TERMINALS LIMITED

INSTRUCTIONS TO BIDDERS (ITB)

MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR THREE YEARS (2018-2021)

Ceylon Petroleum Storage Terminals Limited (CPSTL) invites sealed bids from the reputed Authorized Service Providers (ASP's) of leading manufacturers of branded computers & printers for the work of "Maintenance Service Contract for Personal Computers & Printers for three (03) years" at Kolonnawa Installation, Muthurajawela Installation, eleven (11) Lanka Bulk Depots, and Oil Facilities office (Colombo Port) as per MINIMUM SPECIFICATION SHEET in Annexure VII.

Bid Details:

Introduction

Last date and time for issue of Bid documents	At 1400 hrs on 27.09. 2018
Date, Time and Venue for Bid Closing and Opening	At 1400 hrs on 27.09. 2018 Procurement Function CPSTL Kolonnawa Installation Wellampitiya
Bid should be addressed to	Chairman, Department Procurement Committee, Procurement Function, Ceylon Petroleum Storage Terminals Limited Kolonnawa Installation Wellampitiya.
Address of Communication	Procurement Manager Procurement Function Telephone No. : 011-2572156, 011-5663121 Fax No. : 011-2572155 E-mail : procure@cpstl.lk

Terms and Conditions of the Bid

1. Eligibility Criteria

- Bidder must be a registered corporate in Sri Lanka under the Companies Act No. 07 of 2007.
- Bidder should be an Authorized Service Provider (ASP) in Sri Lanka for leading manufacturer(s) of branded computers & printers.
- Bidder must be supported by an established support channels of the manufacturer(s) of the branded computers & printers including a local part store in Colombo.
- Bidder should have a reputed background and should be established in the business (for which the bid is made) for at least five (05) years, and the minimum turnover of the bidder for the last three years should be Rs. 25 million per year.
- Bidder shall executed at least three (03) contracts of computer & printer maintenance services comprising more than 400 personal computers & 300 printers in each contract during the last three (03) years in three (03) different organizations.
- Bidder or its subsidiaries or affiliated companies should not have been blacklisted by Department of Public Finance or by any government institution during the past five (05) years, and should not be a defaulter in any of their contracts with CPSTL.
- Bidder must have a sufficient number of branded computer/printer manufacturer certified technical staff to carry out the services offered to CPSTL.
- Bidder should have a network of service centres Island wide to support CPSTL regional branches (Lanka Bulk Depots).

Note: Documentary evidence should be furnished for all above.

2. Issue of Bid Document

Bid document will consist of the following:

- i. Instructions to bidders (ITB)
- ii. Form of Bid, Annexure I
- iii. Form of Bid Security, Annexure II
- iv. Company Profile, Annexure III
- v. Details of three (03) major Maintenance Service Agreements completed during last three (03) years and Contracts in-progress, Annexure IV

- vi. Details of Support Centre Facilities and Service Personnel, Annexure V
- vii. Warranty Compliance Statement, Annexure VI
- viii. Minimum Specification Sheet, Annexure VII
- ix. Schedule of Prices, Annexure VIII
- x. Form of Performance Security, Annexure IX
- xi. Spare Parts Supplier's Authorization Form, Annexure X.

3. Submission of Bids

Technical and Commercial Bids along with attach Form of Bid and Schedule of Prices duly sealed and marked "**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR THREE YEARS (2018-2021)**" at the top left hand corner, and the bidder's name at the bottom left hand corner of the cover and addressed to Chairman, Department Procurement Committee, Procurement Function, CPSTL, Kolonnawa Installation Wellampitiya, should be submitted as per bid details given above.

Bidders must submit the following completed documents along with their bids.

- i. Bid Security, Annexure II.
- ii. Company Profile, Annexure III.
- iii. Details of three (03) major PC & Printer Maintenance Contracts completed in the past three (03) years, and three (03) major PC & Printer Maintenance Contracts currently in progress, Annexure IV.
- iv. Details of Support Centre Facilities and Service Personnel, Annexure V.
- v. Warranty Compliance Statement Annexure VI.
- vi. Schedule of Prices Annexure VIII.
- vii. Spare Parts Suppliers Authorization Form, Annexure X

4. Documentation related to bidder's eligibility

Bidder should furnish, as part of this bidding, documentary evidence to establish the bidder's eligibility to participate in the bid and competency to perform the contract if awarded. The documentary evidence in support of bidder's qualifications to perform the contract should be provided.

5. Non-transferable Bid

This bid document is not transferable. Only the bidder, who has purchased this document, is entitled to quote.

6. Offer Validity Period

Offer shall be valid up to **13.12.2018**. Any bid falling short of the validity period is liable for rejection.

7. Bid Security

Each bid must be accompanied by a Bid Security for a sum RS 75,000/= from any Commercial Bank registered in Sri Lanka (*The bank in Sri Lanka shall be an approved commercial bank with the authority of a License issued by the Monetary Board (Central Bank of Sri Lanka)*), valid until 10.01.2019. The Bid Security shall strictly conform to the Form appearing in Annexure II. Pay Orders / Bank Drafts are also accepted in lieu of Bid Security. **Offers not in conformity with the Bid Security format in Annexure II will be treated as non-responsive bids.**

The Bid Security of unsuccessful bidders will be returned to them within a month from the date of selecting of bidder to perform the contract. The successful bid, if withdrawn by the bidder is also liable for forfeiture of the Bid Security.

8. Costs

The costs (rates) shall not vary for three (03) years. The bid should be for the total cost of annual maintenance services for one year period from the date of signing the contract. **Any excluded cost to be specified clearly.** The quote for this bid should be in Sri Lankan Rupees only.

For succeeding years of the contract, the total cost of annual maintenance services shall be computed on pro rata basis with additions/deletions of items from the list of equipment covered under the first year of contract.

Further please note that CPSTL may decide to add or remove certain equipment from the contract at any point of time during the contractual period, and the cost for any inclusion / deletion of such item during the contract period will be calculated on pro rata basis.

9. Erasures or Alterations

The bid containing unauthenticated erasures or alterations will not be considered. There should be no unauthenticated handwritten material, corrections or alterations in the bid. Technical details must be completely filled up. Correct technical information on the product being offered must be filled in. CPSTL may treat bids not adhering to these guidelines as unacceptable.

10. Clarification of Offers

To assist the evaluation and comparison of bids, CPSTL may, at its discretion, ask some or all of bidders for clarification of their bid. The request for such clarifications and the response will necessarily be in writing.

11. Verification

CPSTL reserves the right to verify any or all statements made by the bidder in the bid document and to inspect the bidder's facilities, if necessary, to establish to its satisfaction the bidder's capacity to perform the job.

12. No Commitment to Accept Lowest Priced Bid or any Bid

CPSTL shall be under no obligation to accept the lowest priced bid or any other bid received in response to this bid notice, and shall be entitled to reject any or all bids including those received late or incomplete bids without stating any reason whatsoever. CPSTL reserves the right to make any changes to the terms and conditions of purchase. CPSTL will not be obliged to meet and have discussions with any bidder, and or listen to any representations.

13. Performance Security

On a Bid or any part thereof being accepted, the Company will notify such acceptance to the bidder whose bid or part thereof has been accepted and by such notification will require the successful bidder, as security for the due fulfilment of his contract, to furnish at his own cost and expense a Performance Security through a Bank acceptable to the Company (*The bank in Sri Lanka shall be an approved commercial bank with the authority of a License issued by the Monetary Board (Central Bank of Sri Lanka)*), valid for Twelve (12) months, on or before a time and date specified in such notification (not being later than the 7th day after dispatch of such notification) in a sum of 10% of the contract value. After first year onwards, the Performance Security shall be renewed annually in prior to the commencement of the succeeding year of the contract period that valid for twelve (12) months period.

Upon such Performance Security being duly furnished (and not before) the successful bidder shall be deemed to have entered into contract with the Company in the performance of the services for which his bid was accepted, on the basis of his bid and the Form of Acceptance and the 'Scope of Work', and he shall there upon be deemed to be the contractor (hereafter referred to as the Contractor) for the performance of the Contract.

If the successful bidder fails to furnish the Performance Security as indicated above, his name will be placed on the list of defaulting contractors and the Company shall forthwith be entitled in its absolute discretion to make with such other person as it may think fit (whether with another bidder or not) at the risk and expense of the successful bidder, the arrangements required for the execution of the Contract for which the successful bidder's Bid shall have been accepted and shall be further entitled to recover from the successful bidder all losses, costs, damages and expenses which the Company may sustain in consequence of such failure. The bidder shall also forfeit the Bid Security furnished by him along with the bid at the time of bidding.

14. Payment Terms

Applying for this bid, confirms, that the bidder agrees to provide the service fully as per CPSTL requirements. No additional fees shall be requested during the period of contract. **All payments are paid in bi-annually before the commencement of the next six (06) months period of the contract.** Payments of Fifty Percent (50%) of the Annual Contract Value will be made half yearly after the bidder has submit a Bank Guarantee equivalent to fifty percent (50%) of the contract value valid up to one (01) year to CPSTL.

15. Warranty and Maintenance

- During the Service Level Agreement (SLA) is in force, bidder should inform the customer every year (before continuing the contract for the successive year; i.e. for the next 12 months period) whether any hardware item to be discontinued from maintenance due to unavailability of spare parts since the manufacturer has officially announced that the withdrawal of manufacture and the service support for such items.
- Bidder should clearly indicate whether the maintenance service/service support is performed by the bidder or by manufacturer's authorized business partner or by a third party service provider.
- Also the bidder should furnish information on response times, problem escalation, travelling expenses, etc.
- During Service Level Agreement (SLA), bidder should agree to

notify CPSTL immediately that any changes occurred in local support service such as changes in contact numbers of help desk and service personnel, change of Account Manager, etc.,.

- Bidder should agree to nominate a competent successor to carry out maintenance/service support for the balance period if the bidder is either no longer in existence in business or unable to provide the stipulated service support under the warranty/SLA, and also agree to submit a letter of consent from the successor with same conditions.
- The contractor shall also be responsible to ensure adequate regular supply of spare parts needed for a specific type of machinery and equipment under their annual maintenance contract.
- All parts replacements should comply with the specifications of the original new part and every effort should be made to replace with original spare parts.
- If any item condemns due to unavailability of spare parts and/or stating beyond-repair, the contractor shall provide a replacement item in good condition where the replacement item shall either equivalent or higher configuration to the faulty item.

16. Liquidation

If the Contractor or his agents shall become bankrupt or insolvent or have a receiving order made against him or compound with his creditors or being a Company commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction or carry on its business under receiver for the benefit of his creditors, or any of them, the Company shall be at liberty:-

- (a) to terminate the contract forthwith by notice in writing to the Contractor or to the Receiver, or Liquidator or any person, in whom the Contract may become vested, or
- (b) to give such Receiver or Liquidator or other person the option of carrying out the Contract subject to his providing a guarantee for the due and faithful performance of the contract at the contract value.

17. Indemnity

Bidder should furnish a photocopy of the Agreement with their principals indicating that bidder is an authorised service partner of the principal in respect of services offered, Further, the bidder shall indemnify CPSTL against any loss or damage that the CPSTL may sustain on account of any violation of patents, trademark etc. by the contractor in respect of service offered.

18. Publicity

Any publicity by the contractor in which the CPSTL's name is to be used should be done with the explicit written permission of the company.

19. Force Majeure

The contractor 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. For purposes of this Clause, "Force Majeure" means an event beyond the control of the contractor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government in their sovereign capacity, acts of war, floods and freight embargoes.

If a Force Majeure situation arises, the contractor shall promptly notify CPSTL in writing of such conditions and the cause thereof within seven calendar days unless otherwise directed by CPSTL in writing, the bidder shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case the, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the CPSTL and contractor shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding the above the decision of CPSTL shall be final and binding on the contractor.

20. Termination of Contract

The Contract may be terminated by either party in any of the following circumstances:

- a) At the end of the contractual period, unless renewed further at the sole discretion of CPSTL.
- b) If CPSTL does not make payments due to the contractor under clause 14.
- c) Under the provision of clause 16 and/or 19.
- e) By giving one month notice of such termination to the other by either of the parties to the Contract.

21. Disputes

Any dispute of whatever nature arising from, out of or in connection with this agreement, on the interpretation thereof, or the rights, duties, obligations or liabilities of any party, or the operation, breach, termination, abandonment, foreclosure or invalidity thereof, shall be settled in accordance with the provisions of law governing like disputes and triable by court of law of The Democratic Socialist Republic of Sri Lanka.

22. Jurisdiction

The jurisdiction of the courts shall be Colombo.

23. General

In construing the Invitation to Bid and all documents annexed, the following words or phrases shall have the meanings here in below assigned to them unless there is something in the subject matter or context inconsistent with such construction.

- (a) 'Authorised Representative' shall mean a person appointed in writing by the Chairman/Managing Director of the Company as an Authorised Representative.
- (b) 'Sri Lankan' shall mean a citizen of Sri Lanka by descent or by registration.
- (c) 'The Contractor' shall mean the party who (after his bid has been accepted) duly furnishes the Performance Security.
- (d) 'Agents' shall mean the agents accredited by the Contractor and duly accepted by the Chairman/Managing Director of the Company, for performing any services, and for supplying any materials, spares, accessories and any other items necessary for the due fulfilment of the Contract in all respects.
- (e) 'The Contract Value' shall mean the price accepted by the Company for the execution of the Contract.
- (f) 'The Buyer' or 'The Company' shall mean the Ceylon Petroleum Storage Terminals Limited (CPSTL) established under the Parliament Ordinance Act No. 17 of 1982 and in terms of Section 2(1) of the Conversion of Public Corporations or Government owned Business Undertakings into Public Companies Act No. 23 of 1987, and as per other amendments incorporated in the Laws of Sri Lanka and its successors.

24. Other

The Conditions of this Bid is further amended on the basis that this includes conditions set out in Scope of Work and other documents of this Tender as part of the Terms and Conditions of Bid.

FORM OF BID

**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)**

Bid Forms Issued to :

Chairman
Department Procurement Committee
Ceylon Petroleum Storage Terminals Limited
Kolonnawa

We having examined and understood the instructions, terms and conditions forming part of the above Tender, we hereby enclose our bid to MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR THREE YEARS (2018-2021) as detailed in the above referred Tender.

We confirm that the bid is in conformity with the terms and conditions as mentioned in the Annexure VIII of Bid Document and enclosures. We understand that CPSTL is not bound to accept the either in part or in full and that the CPSTL has the right to reject the bid in full or in part without assigning any reasons whatsoever.

We confirm that this bid shall be open for acceptance until and that the same shall not be withdrawn or revoked prior to that date.

Our contact for the purpose of this Bid, and the contract, if awarded to us is

Name :
Designation:
Telephone :
E-mail :
Fax No. :

.....
SIGNATURE OF BIDDER

NAME AND ADDRESS OF BIDDER:

DATE:

.....
.....
.....

FORM OF BID SECURITY

**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)**

SECURITY NUMBER: **DATE:**

SUM GUARANTEED:

To:
Chairman
Ceylon petroleum Storage Terminals Limited
C/o Procurement Manager
1st Floor, New Building
Kolonnawa Installation
Kolonnawa
Sri Lanka

Dear Sir,

By this Security we
.....
(Hereinafter called "the Tenderer") and we
..... (Name of Bank or insurance company) whose registered
Office is at
(Hereinafter called "the Surety") are held and firmly bound into
..... (Hereinafter called "the Authority") in the sum of
SLR..... for the payment of which sum the Tenderer and the
Surety bind themselves their Successors and assigns jointly and severally by these present.

Whereas the Authority has invited the Tenderer and other persons to complete bids in similar
terms for the supply of
..... and works
associated (hereinafter called "the Tender") in accordance with such invitation, the Security shall
provide security to the Authority that the Tenderer will honour certain obligations to be
undertaken by him in the Tender in accordance with the following conditions.

Now the conditions of this Security are:

- (a) that it shall remain in force and effect until the earliest of
 - (i) 10.01.2019 from Date of Opening of the Tender, the date stipulated by the Authority for the submission of bids, or any prolongation of such date above notified to the Authority by the Tenderer and the surety in writing:
 - (ii) In the event of the Tender being accepted by the Authority, the date upon which the Tenderer provides a performance security to the Authority in accordance with the terms of the contract thereby made between them, or

(b) Subject to this Security being in full force and effect, the Surety shall pay the Full amount specified in this Security upon receipt of first written demand from the Authority stating that

- (i) The Tenderer has withdrawn his Tender during the Tender period, or
- (ii) The Tenderer has failed to provide a performance security to the Authority in accordance with the terms of the contract between them, upon acceptance of the Tender.

No alteration in the terms of the Tender, nor any forbearance or forgiveness in or in respect of any matter or thing concerning the Tender on the part of the Authority, nor any objection from the Tenderer shall in any way release the Surety from any liability under this Security.

The benefit of this security shall not be assignable by the authority and upon its ceasing to be in full force and effect the Authority shall return the same to the Tenderer.

This Security shall be governed by the laws of Sri Lanka.

I executed as a Deed this () day of () 20 ()

For and on behalf of the Tenderer for and on behalf of the Surety
.....
.....

Signed by Signed by

In the capacity of In the capacity of

And by..... And by.....

In the capacity of In the capacity

Seal (where applicable)

Seal (where applicable)

.....

COMPANY PROFILE

**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)**

01. NAME OF BIDDER :
02. ADDRESS :
03. TELEPHONE NO(S) :
04. Date of Registration of the Company:
05. Year of Commencement of Business:
06. DEALER STATUS : Branch Office / Sole Agent / Dealer for product(s) /
Partner / OTHER (Please specify)
07. Name Designation and Contact Details of Authorised person Contact Person

08. Financial Status of the Company (Not of Group Companies)

PERIOD	TURNOVER	PROFIT AFTER TAX
2015		
2016		
2017		

09. VAT Registration No:
10. Brief description of after sales service facilities available with the bidder (including spare parts availability):
11. The following documents are attached with the Technical Bid:-
* The Names of Directors
* Audited accounts for last three years.

.....
Name Signature Office Seal

Date :

**DETAILS OF THREE (03) MAJOR MAINTENANCE SERVICE AGREEMENTS -
COMPLETED DURING LAST 3 YEARS AND CONTRACTS IN PROGRESS**

**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)**

NAME OF BIDDER :

***DETAILS OF MAINTENANCE SERVICE CONTRACTS COMPLETED BY THE
BIDDER FOR LAST 3 YEARS IN SRI LANKA***

CUSTOMER/CLIENT NAME	YEAR OF SERVICE	DESCRIPTION/ EQUIPMENT SERVICED AND OTHER RELEVANT DETAILS (Details of items, Quantity, Contract Value, etc.)	CONTACT DETAILS OF CLIENT
1			
2			
3			

***DETAILS OF MAINTENANCE SERVICE CONTRACTS OF THE BIDDER CURRENTLY
IN PROGRESS IN SRI LANKA***

CUSTOMER/CLIENT NAME	YEAR OF SERVICE	DESCRIPTION/ EQUIPMENT SERVICING AND OTHER RELEVANT DETAILS (Details of items, Quantity, Contract Value, etc.)	CONTACT DETAILS OF CLIENT
1			
2			
3			

.....
Name

.....
Signature

.....
Office Seal

Date:

DETAILS OF SUPPORT CENTRE FACILITIES AND SERVICE PERSONNEL
MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)

NAME OF BIDDER :

PRODUCT BRAND :

NOTE: Please specify details of Hardware, Software, Spare Part Depot, Training Facilities and other relevant details with regard to the items being supplied. Partnership details with OEM and support level details should be clearly stated for each brand of product.

	Address	Own Office /Franchise	Contact Person	OEM certified Staff Details	Service Facilities Available
1					
2					
3					
4					

The following documents are attached with the Technical Bid:-

Qualification and Experience (CVs) of Hardware, Software, System Integrators

.....
Name

.....
Signature

.....
Office Seal

Date:

WARRANTY COMPLIANCE STATEMENT

Chairman
Procurement Committee
Ceylon Petroleum Storage Terminals Ltd.
Kolonnawa

Dear Sir,

**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)**

With reference to our quotation for the above Tender No KPR/ ----- dated / /

1. We warrant that all hardware to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawing or samples if any, and shall operate properly. We shall be fully responsible for its efficient operations.
2. We warrant that all software to be supplied by us is licensed and legally obtained with the original license key and complete printed documentation and media and shall operate properly.
3. We further state that, during the downtime, we shall provide at our cost, hardware and system software so as to keep the system working.

Yours faithfully

Signature of Bidder

Name :

Designation:

NAME AND ADDRESS OF TENDERER:

.....

.....

.....

Date :

(Bidder should submit information separately on Terms & Conditions of the manufacturer's warranty and service level support, part replacements, etc. Also, define the terms 'Life-Time Warranty', 'Limited Warranty' whichever is relevant to the products quoted, and the terms & conditions.)

MINIMUM SPECIFICATION SHEET

MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR THREE YEARS (2018-2021)

1) INTRODUCTION:

Ceylon Petroleum Storage Terminals Limited (CPSTL) has decided to call bids from reputed computer hardware service suppliers for the maintenance of computer equipment installed in CPSTL head office and island wide bulk depots for the next three (03) years. *Refer clause 5 for List of Equipment for the maintenance under first year of contract.*

2) MAINTENANCE SERVICE REQUIREMENTS:

- On-site maintenance services to Kolonnawa Installation, Muthurajawela Installation, and nine (09) Lanka Bulk Depots, and Oil Facilities office (Colombo Port)
- Comprehensive Hardware Maintenance Support Service covering Monday to Saturday from 8.00 AM to 6.00 PM.
- Expected response time is four (04) hours and Resolution Time one day (24 hours).
- At Least three Preventive Maintenance Services for a year.
- Initial contract period is three (03) years. The company may consider renewal of the contract for further period on satisfactory performance of the contractor.
- All parts to be covered including Motherboard, Memory, Hard Disks, Floppy Drives, DVD Drives, Motherboard, Power Supply, Display Unit, Keyboard, Mouse, Printer Head, non-consumable parts of printers, etc.
- Bidder must indicate any consumable items excluded from maintenance.
- Backup equipment should be made available to the users for any repair exceeding the resolution time indicated above.
- Outstation maintenance and troubleshooting to be handled via reliable business partners in the locality with speedy resolution methodology.
- The successful bidder must provide a preventive maintenance schedule for all locations within a month of the award of contract.

3) SCOPE OF WORK:

- 1) Hardware trouble shooting, replace with new genuine parts of same specification, and resolve post issues due to part replacements, if any. ***Please note that refurbished parts are not accepted without the certification of manufacturer or its affiliated party.***
- 2) Provide and install firmware upgrades and/or driver software if Operating System and/or any other software in the machine require firmware upgrades and/or drivers due to parts replaced. ***Please note that the installation of operating system and application software are not permitted to the contractor's technical personnel.***
- 3) Co-ordinate temporary workaround with IT staff of the client if parts replaced may cause to malfunction with client applications until such issues may resolve
- 4) Provide same or higher configuration temporary units such as system units, displays, printers, etc., whenever the failing equipment cannot be repaired within 24 hours since time of problem reporting
- 5) Provide same or higher configuration permanent replacement units such as system units, displays, printers, etc., whenever the failing equipment either condemned with beyond repair or cannot be repaired due to unavailability of spare parts
- 6) RAID (Redundant Array of Independent Disk) recovery on faulty RAID disks/volumes in server computers with 100% recovery rate, and re-configuration of RAID volumes where necessary. ***Please note that, in case of a non-RAID disk failure, the defective hard disk shall retained for one month at CPSTL before handing over the defective hard disk to the contractor.***
- 7) Perform preventive maintenance with device health check for every four (4) months
- 8) Provide Case Review Reporting to client every three months
- 9) Web based Help Desk facilities & Case Tracking/Monitoring if available
- 10) On-site Response Time - Critical Items - Same day , Non-critical items – Next Business Day
- 11) Assure confidentiality on any information contained in the device and/or media, and/or any information disclosed by the client for the intended purpose

Note:- Critical items - Motherboard, Hard disk drive, Power Supply, Printer Head

All equipment are presently in good working condition and the bidders can inspect the machines on prior appointment

A COPY OF THE MAINTENACE SERVICE AGREEMENT TO BE ATTACHED WITH THE QUOTATION.

COST BREAKDOWN FOR YEARLY, QUARTELY AND HALF YEARLY PAYMENT SCHEME SHOULD BE FORWARDED WITH THE PROPOSAL.

4) OUTSTATION LOCATIONS

LOCATION	CONTACT NO
Lanka Bulk Depot – Matara	041 2222085
Lanka Bulk Depot – Magalle	091 4380198
Lanka Bulk Depot – Haputale	057 2268074
Lanka Bulk Depot – Kotagala	051 2244159
Lanka Bulk Depot – Badulla	055 2222710 055 2232270
Lanka Bulk Depot – Batticaloa	065 2222923
Lanka Bulk Depot – Kankasanturai	021 2059944 011 5750913
Lanka Bulk Depot – Peradeniya	081 2388298
Lanka Bulk Depot – Sarasaviuyana	081 2389090
Lanka Bulk Depot – Anuradhapura	025 2223189
Lanka Bulk Depot – Kurunegala	037 2222333
Oil Installation – Muthurajawela	011 3193923 011 3193928 011 5659408
Oil Facilities – Colombo Port	011 2434273

5) List of Equipment

Item No.	Make/Model	Quantity (Nos.)
1.0	DESKTOP COMPUTERS (423 Nos.)	
1.1	ACER W8I3	11
1.2	DELL OPTIPLEX	13
1.3	DELL PENTIUM	12
1.4	DELL VOSTRO 260	09
1.5	DELL VOSTRO 270MT	06
1.6	EWIS PRO 2500	51
1.7	HP INTEL CORE 3220	01
1.8	HP DC5100	14
1.9	HP DC7900	30
1.10	HP DX 2810	05
1.11	HP DX2300	30
1.12	HP DX2700	45
1.13	HP DX7300	03
1.14	HP DX7400	68
1.15	HP E8400	36
1.16	HP Pro3000 E5400	57

Item No.	Make/Model	Quantity (Nos.)
1.17	HP Pro3000 E5500	03
1.18	HP PRO400	13
1.19	HP Pro6300	16
2.0	LAPTOP COMPUTERS (32 Nos.)	
2.1	ASUS DM819D	01
2.2	HP Compaq 6710B	01
2.3	HP Compaq nc8230	01
2.4	HP Compaq nx6320	01
2.5	HP FF392PA	01
2.6	HP ProBook 420	11
2.7	HP ProBook 45	04
2.8	HP ProBook 4520s	09
2.9	HP ProBook 4540	02
2.10	HP RN520PA	01
3.0	DISPLAY UNITS (426 Nos.)	
3.1	ACER LCD	13
3.2	DELL E1912H LED	12
3.3	DELL E1912M LED	13
3.4	DELL E1914H LED	02
3.5	DELL E1914H LED	13
3.6	EWIS LCD 19.5"	51
3.7	HP 7540 CRT 17"	44
3.8	HP DX2700	01
3.9	HP DX7400	10
3.10	HP E5500 LCD 18.5"	03
3.11	HP LCD 15"	12
3.12	HP LCD 17 "	214
3.13	HP LCD 18.5 "	02
3.14	HP LE1711	06
3.15	HP LED 18.5"	22
3.16	HP V193 LED 18.5"	08
4.0	PRINTERS (338 Nos.)	
4.1	BROTHER COLOR LASER	02
4.2	BROTHER LASER	08
4.3	CANON COLOR LASER	01
4.4	CANON LASER LBP6230	01
4.5	CANON LASER LBP6680X	09
4.6	CANON LASER MB5070	01
4.7	CANON LASER MF 215	01
4.8	EPSON DOTMATRIX	03
4.9	HP LASER	10
4.10	JOLIMARK DOT MATRIX	02

Item No.	Make/Model	Quantity (Nos.)
4.11	LEXMARK COLOR LASER	01
4.12	LEXMARK DOT MATRIX	223
4.13	LEXMARK LASER E260D	05
4.14	LEXMARK LASER MS310DN	23
4.15	LEXMARK LASER MS312DN	28
4.16	LEXMARK LASER E120	09
4.17	LEXMARK LASER E120N	02
4.18	SAMSUNG COLOR LASER	02
4.19	SAMSUNG LASER	04
4.20	WIPRO HQ	03
5.0	SERVERS (1 No.)	
5.1	HP ML350 with Monitor HP 7540	01

SCHEDULE OF PRICES

**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)**

Item	Make/Model	Quantity (Nos.)	Annual Maintenance Cost per Unit without Taxes (LKR)	Total Annual Maintenance Cost without Taxes (LKR)
1.0	DESKTOP COMPUTERS (423 Nos.)			
1.1	ACER W8I3	11		
1.2	DELL OPTIPLEX	13		
1.3	DELL PENTIUM	12		
1.4	DELL VOSTRO 260	09		
1.5	DELL VOSTRO 270MT	06		
1.6	EWIS PRO 2500	51		
1.7	HP INTEL CORE 3220	01		
1.8	HP DC5100	14		
1.9	HP DC7900	30		
1.10	HP DX 2810	05		
1.11	HP DX2300	30		
1.12	HP DX2700	45		
1.13	HP DX7300	03		
1.14	HP DX7400	68		
1.15	HP E8400	36		
1.16	HP Pro3000 E5400	57		
1.17	HP Pro3000 E5500	03		
1.18	HP PRO400	13		
1.19	HP Pro6300	16		
2.0	LAPTOP COMPUTERS (32 Nos.)			
2.1	ASUS DM819D	01		
2.2	HP Compaq 6710B	01		
2.3	HP Compaq nc8230	01		
2.4	HP Compaq nx6320	01		
2.5	HP FF392PA	01		
2.6	HP ProBook 420	11		
2.7	HP ProBook 45	04		
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3.11	HP LCD 15"	12		
3.12	HP LCD 17 "	214		
3.13	HP LCD 18.5 "	02		
3.14	HP LE1711	06		
3.15	HP LED 18.5"	22		
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4.7	CANON LASER MF 215	01		
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4.19	SAMSUNG LASER	04		
4.20	WIPRO HQ	03		
5.0	SERVERS (1 No.)			
5.1	HP ML350 with Monitor HP 7540	01		
	Total Annual Cost without Taxes			
	NBT			
	VAT			
	Total Annual Cost inclusive of Taxes			

NOTE: The above equipment are for the first year of maintenance, and the unit costs are unchanged for three consecutive years. Additional costs should be clearly specified.

.....
Signature of Tenderer

Name and Address of Tenderer:

Date:

.....
.....

FORM OF PERFORMANCE SECURITY

**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)**

SECURITY NUMBER :

DATE:

SUM GUARANTEED:

To:

Chairman
Ceylon Petroleum Storage Terminals Limited
C/o Manager Procurement
Procurement Function
1st Floor, New Building
Kolonnawa Installation
Sri Lanka.

Dear Sir,

Whereas

..... (Name and address of contractor) [hereinafter called "the contractor"] has undertaken, in
pursuance of Contract No. dated to executes

.....

..... ((name of contract) [hereinafter called "the contract"]).

And whereas it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract.

And whereas we have agreed to give Contractor such a Bank Guarantee;

Now therefore we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of (amount of Guarantee) (amount in words), such sum being payable in the type and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of (Amount of Guarantee) an aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This Guarantee shall be valid until a date six months after the acceptance of the
.....
..... by the Ceylon Petroleum Storage Terminals Limited.

Signature and Seal of the Guarantor:

Name of the Bank :

Address of the Bank :

Date :

Witness :

SPARE PARTS SUPPLIER’S AUTHORISATION FORM

___/___/_____

CHAIRMAN
TENDER BOARD
CEYLON PETROLEUM STORAGE TERMINALS LTD.,
KOLONNAWA INSTALLATION,
WELLAMPITIYA

Dear Sir,

**MAINTENANCE SERVICE FOR COMPUTERS AND PRINTERS TO CPSTL FOR
THREE YEARS (2018-2021)**

We _____ who are established and reputable spare parts suppliers of _____, _____, _____, _____ branded products having sufficient stocks at _____ do hereby authorize M/s _____ (Name of bidder) of _____ (Address of bidder) to forward their quotation, negotiate and conclude the contract with you against the above bid.

We hereby extend our full guarantee and warranty as per terms and conditions of the Tender and the contract for the equipment and services offered against this invitation for bids by the above firm.

Authorized Signature
(PRINCIPAL)

Name and Designation:
.....

COMPANY SEAL

(This letter of authority should be on the letter head of the spare parts supplier concern and should be signed by a competent person of the spare parts supplier.)