



Procurement under the

National Competitive Bidding (NCB)

For

**Comprehensive Maintenance and Support Services for ICT Equipment,
Local Area Network, Servers of Teaching Hospital Peradeniya
For year 2026 - 2028**

Bid No: THP/AF/01/2026

September, 2026

Ministry of Health and Mass Media

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Invitation for Bids (IFB)

Teaching Hospital Peradeniya, Peradeniya

Ministry of Health and Mass Media

Comprehensive Maintenance and Support Services for ICT Equipment, Local Area Network, Servers of Teaching Hospital Peradeniya for year 2026 – 2028

Bid No: **THP/AF/01/2026**

1. The Chairman RPC behalf of Teaching Hospital Peradeniya, Peradeniya now invites sealed bids from eligible and qualified bidders for Comprehensive SLA for comprehensive Maintenance and Support Services for ICT Equipment, Local Area Network, Servers of Teaching Hospital Peradeniya for year 2026 – 2028.
2. Bidding will be conducted through the **National Competitive Bidding (NCB)** procedures specified in the **National Procurement Guidelines 2024**, and are opened to all eligible bidders as defined in the Guidelines.
3. Interested eligible bidders may obtain further information from **Administration Branch**, Teaching Hospital Peradeniya (*Phone: +94812388261, ext:207*) and or visiting the official website of the “Teaching Hospital Peradeniya” A complete set of Bidding Documents may be collected (as a PDF file) by interested bidders from the hospital website given below from **18th September 2026 to 01st October 2026** “www.peradeniya-hospital.health.gov.lk”
4. Bids must be delivered to Teaching Hospital Peradeniya on or before **02.10.2026 before 10.30** hours. The non-refundable bid fee is Rs. 1,500.00. Receipt of payment of this fee to Shroff of Peradeniya General Hospital or receipt credited to People’s Bank Account No. 057100129025207 in the name of Peradeniya General Hospital should be forwarded along with the bid. Please note that bids that are not submitted with the relevant receipts and late bids will be rejected. Bids will be opened in the presence of the bidder / representatives who choose to attend in person at the Teaching Hospital Peradeniya **02.10.2026 before 10.30 am**.
 - 4.1 A **Pre-Bid Meeting**, which representative of potential bidders may attend, with a proper authorized letter will be held at **10:30 a.m. on 25th September 2026** in **Conference room, Teaching Hospital Peradeniya** and **permitted to visit the site in that day**.
5. Bids must be delivered to tender box **in duplicate** to the address below at **Accountant Office, Teaching Hospital Peradeniya, Peradeniya** on or **before 02nd October 2026 at 10.30 a.m.** late bids will be rejected. **RPC will not be responsible** for any **delay or loss** of bids sent by post. Bids will be opened soon after closing in the presence of the bidders’ representatives who choose to attend.
6. Bids shall be valid up to **91days**. All bids must be accompanied by a **Bid Security** as follows issued by a **Commercial Bank operating in Sri Lanka registered under the Central Bank of Sri Lanka**. **Bid Security value LKR 200,000/=**.

Director

Teaching Hospital Peradeniya,
Peradeniya

Bidding Data Sheet (BDS)

ITB Clause Reference	A. General
ITB 1.1	The Purchaser is: Teaching Hospital Peradeniya, Peradeniya Above purchaser reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract. Here onwards use the abbreviation (THP)
ITB 1.1	The name and identification number of the Contract are: Comprehensive Maintenance and Support Services for ICT Equipment, Local Area Network, Servers of Teaching Hospital Peradeniya for year 2026 – 2028
ITB 2.1	The source of funding is: GOSL
ITB 4.1	All bidders shall possess legal rights to supply the Goods under this contract.
ITB 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
ITB 4.3	The bidder may declare if its affiliates, subsidiaries, and named subcontractors do not have any commercial or personal relationships that compromise the fairness of the procurement process
	B. Contents of Bidding Documents
ITB 7.1	For Clarification of bid purposes only, the Purchaser's address is: Attention: Director Address: Teaching Hospital Peradeniya, Peradeniya Telephone: +94812388261, ext:207
	C. Preparation of Bids
ITB 18.1 (b)	Maintenance and After sales service is: Required
ITB 19.1	The bid shall be validity until 91 days .(2026.10.02 – 2026.12.31)
	D. Submission and Opening of Bids
ITB 22.2	The inner and outer envelopes shall bear the following identification Marks: a) Contract Name b) Contract Number c) Tender opening date & time d) Outer envelope Address: Chairman, Procurement committee, Teaching hospital, Peradeniya.
ITB 23.1	For bid submission purposes, the Purchaser's address is: Attention: Director Address: Teaching Hospital Peradeniya, Peradeniya The deadline for the submission of bids is: Date: 02nd October 2026 Time: 10.30 a.m.
ITB 26.1	The bid opening shall take place at: Address: Teaching Hospital Peradeniya, Peradeniya Date: 02nd October 2026 Time: 10.30 a.m.
	E. Evaluation and Comparison of Bids
ITB 35.4	The following factors and methodology will be used for evaluation: As per NPC Procurement Guidelines – 2024 for Goods, Works and Non-consulting Services guideline in Sri Lanka.

	Part 1: Minimum requirements for the responsiveness of the bid		
	Sr. No.	Technical Evaluation criteria	Marks
	01	Experiences in providing at least one (01) related to maintenance and Support Services for ICT Equipment, Local Area Network, Servers with support Services during the last 3 years (2025/2024/2023) at a public sector organization (Preferably in the health sector) in the country having critical networks infrastructure platforms. <i>Official purchase orders, project completion proof document and customer contact details should be provided for validation.</i>	5 marks * 2 projects = 10 marks (additional 05 mark for each health sector project) Maximum 20 marks
	02	At least two (02), ICT networking assignment completed within last 3 years for the government sector organization in complexity worth of more than LKR 10 million. <i>Official purchase orders, project completion proof document and customer contact details should be provided for validation</i>	05 marks * 2 projects = 10 marks
	03	At least four (04), ICT networking assignments completed within last 3 years in complexity worth of more than LKR 5 Million in established government sector organization. <i>Official purchase orders, project completion proof document and customer contact details should be provided for validation.</i>	05 marks * 4 projects = 20 marks
	04	100% compliance to scope of work defined in this bidding document	Major Requirement
	05	The bidder should have a valid business registration an in operation for providing ICT products solutions and service for at least 05 years. Certified business registration should be included.	Major Requirement
	06	The bidder should have valid and current Telecommunication regulatory Commission vendor license for the import of data communication and network equipment (copy of the vendor certificate should be submitted with the bid submission).	10 marks
	07	The bidder should have at least LKR 7.5 million annual averages turn over for past three years (2025-2024, 2024-2023 and 2023-2022).	Major Requirement
	08	The bidder should include certified audited accounts for the past 3 years (2025-2024, 2024-2023 and 2023-2022).	Major Requirement
	09	Manufacturer authorization for all products quoted (Official manufacturer authorization documentation should attach, if applicable).	Major Requirement
	10	One Technical Manager: Having more than 10 years of experience with master's level degree qualifications in ICT field.	10 marks
	11	One Project Manager: Having more than 10 years' experience with master's level qualifications in Business / Project management related.	10 marks
	12	Two Network / IT Engineers: Having more than 10 years of industrial experience with Degree qualification in ICT field.	5 marks * 2 = 10 marks
	13	One Senior Technical Officer: Having more than 05 years of industrial experience with Degree qualification in ICT field.	10 marks
	Technical Score		100 Marks
	Note: For items 10 – 13, in the above table, bidder should provide details CV, indicated experience, copies of Degree certificates and copy of EPF / ETF to confirm the status Part II: Method of selecting the lowest evaluated, responsive bidder Those among the responsive bidders, who collect the highest “Bidder’s Final Score” would be treated as the “lowest evaluated, responsive bidder”. Bidder’s = Technical Score (20%) + (Lowest bidders bid price / Bidder’s Price) (80%) Final Score		
	ITB 43	Performance security: Required	

Bid Submission Form

Date:

Bid No.: **THP / AF / 01/ 2026**

To: **Director, Teaching Hospital Peradeniya, Peradeniya**

We, the undersigned, declare that:

(a) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods and Related Service for **Comprehensive Maintenance and Support Services for ICT Equipment, Local Area Network, Servers of Teaching Hospital Peradeniya for year 2026 – 2028**

(b) **The total price of our Bid without VAT, including any discounts offered is:**
..... **[Insert the total bid price in words and figures];**

(c) **The total price of our Bid including VAT, and any discounts offered is:**..... **[Insert the total bid price in words and figures];**

Note: Don't include the cost of IT equipment parts for bid submission form

(d) Our bid shall be valid for the period of time specified in ITB Sub-Clause 19.1 of this bidding document, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 23.1 of this bidding document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(e) If our bid is accepted, we commit to obtain a performance security in accordance with ITB Clause 43 of and CC Clause 17 of this bidding document for the due performance of the Contract;

(f) We have no conflict of interest in accordance with ITB Sub-Clause 4.3 of NPA/Goods/SBD 01;

(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 National Procurement Agency;

(h) We understand that this bid, together with your written acceptance thereof including your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.

(i) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Name of Bidder

[Insert complete name of Bidder]

Signature of Bidder

[Signature of person signing the Bid]

Date *[insert date]*.....

Rubber Stamp

Contract Data

CC 1.1(i)	The Purchaser is: Director , Teaching Hospital Peradeniya, Peradeniya
CC 1.1 (m)	The Project Site(s)/Final Destination(s) is: ICT Equipment (Including Computers, Printers, barcoding items and UPS etc.), LAN (Including Switches, APs and network accessories) and Servers in Teaching Hospital Peradeniya, Peradeniya. (Number are given under the section of : Scope of the work)
CC 8.1	For notices, the Purchaser's address shall be: Attention : Director , Address: Teaching Hospital Peradeniya, Peradeniya
CC 15.1	Payment terms: Payment shall be made quarterly. For each contract year, 25% of the annual contract value shall be paid at the end of each quarter, subject to satisfactory service performance, submission of required service reports, monitoring reports and invoices, and acceptance by Teaching Hospital Peradeniya. The same payment method shall apply to both years of the contract period. Payment / (s) shall be made in Sri Lanka Rupees within thirty (30) days, after acceptance.
CC 17	Performance security: 10% from the bid value
CC 25.1	The inspections and tests shall be as follows: (i) The supplier shall get all the equipment's inspected and also submit guarantee/warranty certificate that the premier services conforms to lay down specifications. (ii) The acceptance test will be conducted by the Purchaser, their consultant or any other person nominated by the Purchaser at its option at the point of delivery as indicated in the Schedule of Requirements. Criteria stipulated in the Scope of the work
CC 25.2	The Inspections and tests shall be conducted by: Joint testing of purchaser and suppliers
CC 26.1	The liquidated damage shall be: 0.05 % per week
CC 26.1	The maximum amount of liquidated damages shall be: 5.0 %

Price – Breakdown

Scope	Components	Unit price Rs	Quantity	Price for Item Excluding VAT Rs for year 2026 -2027	Price for Item Excluding VAT Rs for year 2027 -2028	VAT Applicable or not	Total Price for Item <u>Including</u> VAT Rs
ICT equipment maintenance	Servicing of desktop computers / all-in-one computers		236			Yes / No	
	Servicing of laptop computers		88			Yes / No	
	Servicing of dot matrix printer		38			Yes / No	
	Servicing of laser printer		20			Yes / No	
	Servicing of ink tank printer		47			Yes / No	
	Servicing of thermal sticker printer		34			Yes / No	
	Servicing of thermal transfer printer		13			Yes / No	
(A). Sub-total cost for ICT equipment maintenance							
Cyber and endpoint security Service	Install and maintaining the Open source XDR recommend by the purchaser (e.g. Wazuh) for all the computer in the hospital network and maintain		324			Yes / No	
(B). Sub-total cost for Cyber and endpoint security Service							
Operational maintenance of switches, access points, firewalls (LAN), servers and all other network accessories	Servers		03			Yes / No	
	Core switch		02			Yes / No	
	Switch Port PoE		12			Yes / No	
	NAS		01			Yes / No	
	Access switch Non-PoE		14			Yes / No	
	Wireless access point		48			Yes / No	
	UPS		03			Yes / No	
	KVM switch		01			Yes / No	
	Power distribution unit		02			Yes / No	
(C). Sub-total cost for Network device maintenance							
Note: Existing old firewall 1 and 2 shall to be configured by supplier for LAN, after the new hardware firewall is purchased (as shown in scope of work)							

Price Schedule

Item No	Description of Goods	Scope		Annual price Excluding VAT Rs	VAT Rs	Annual price <u>Including</u> VAT Rs
	<i>[insert name of Goods]</i>	<i>Identified</i>	Quantity	<i>[insert price per unit] **</i>	<i>[insert total. VAT]</i>	
01	Comprehensive Maintenance and Support Services for ICT Equipment, Local Area Network, Servers of Teaching Hospital Peradeniya for year 2026 – 2028 (complying fully for the Scope of work)	Total Price for Item Excluding VAT Rs for year 2026 -2027	01 Lot			
		Total Price for Item Excluding VAT Rs for year 2027-2028	01 Lot			
Grand total in LKR of price – breakdown (A)+(B) +(C)						

Note: Don't include the cost of IT equipment parts

Delivery Schedule

Item No	Description of Module	Quantity	Final (Project Site) Destination as specified in BDS	Final Delivery from Date receiving letter of acceptance	
				Earliest Delivery Date (indicate number of weeks)	Bidder's late Delivery date (indicate number of weeks)
01	Comprehensive Maintenance and Support Services for ICT Equipment, Local Area Network, Servers of Teaching Hospital Peradeniya for year 2026 – 2028	01 Lot	As per CC 1.1 (m) of the contract data	For 02 years	

VAT No (If Applicable):..... Signature:.....

Name of the Bidder: Date:.....

Seal:.....

FORM OF CONTRACT AGREEMENT

This CONTRACT AGREEMENT is made the [Day] of [Month] 2026 [year], between [name and address of Purchaser] (hereinafter called and referred to as “the Purchaser”), of the one part, and [Name and address of Supplier] (Hereinafter called and referred to as “the Supplier”), of the other part:

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”).

The Employer and the Contractor agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the 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) 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 payments 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: [insert signature]

In the capacity of [insert title or other appropriate designation]

In the presence of [insert identification of official witness]

For and on behalf of the Supplier

Signed: [insert signature of authorized representative(s) of the Supplier]

In the capacity of [insert title or other appropriate designation]

In the presence of [insert identification of official witness]

Manufacturer's Authorization

Date:

To: **Director, Teaching Hospital Peradeniya, Peradeniya**

WHEREAS

We[Complete name of Manufacturer], who are official manufacturers of[Insert type of goods manufactured], having factories at[Insert full address of Manufacturer's factories], do hereby authorize[Insert complete name of Bidder] to submit a bid the purpose of which is to provide the following Goods, manufactured by us[insert name and or brief description of the Goods], 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:

[Insert signature(s) of authorized representative(s) of the Manufacturer]

Name:

[Insert complete name(s) of authorized representative(s) of the Manufacturer]

Title: [Insert title]

Duly authorized to sign this Authorization on behalf of:

[Insert complete name of Bidder]

Dated on _____ day of _____, _____ [insert date of signing]

Bid 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: The Secretary, the Director, Teaching Hospital Peradeniya

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 supply of *[insert name of Supplier]* under Invitation for Bids No. **IFB No: THP / AF / 01/ 2026** ("the 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 *8ujnirrevocably* 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:

Has withdrawn its Bid during the period of bid validity specified; or

Does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB"); or

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)]

(Bidder should fill)

Sr. No.	Technical Evaluation criteria	Bidder's respond (Yes / No)	Document reference
01	Experiences in providing at least one (01) related to maintenance and Support Services for ICT Equipment, Local Area Network, Servers with support Services during the last 3 years (2025/2024/2023) at a public sector organization (Preferably in the health sector) in the country having critical networks infrastructure platforms. <i>Official purchase orders, project completion proof document and customer contact details should be provided for validation.</i>	<i>5 marks * projects</i> Yes / No	
02	At least two (02), ICT networking assignment completed within last 3 years for the government sector organization in complexity worth of more than LKR 10 million. <i>Official purchase orders, project completion proof document and customer contact details should be provided for validation</i>	<i>05 marks * Projects</i> Yes / No	
03	At least four (04), ICT networking assignments completed within last 3 years in complexity worth of more than LKR 5 Million in established government sector organization. <i>Official purchase orders, project completion proof document and customer contact details should be provided for validation.</i>	<i>05 marks *projects</i> Yes / No	
04	100% compliance to scope of work defined in this bidding document	<i>Major Requirement</i>	
05	The bidder should have a valid business registration an in operation for providing ICT products solutions and service for at least 05 years. Certified business registration should be included.	<i>Major Requirement</i>	
06	The bidder should have valid and current Telecommunication regulatory Commission vendor license for the import of data communication and network equipment (copy of the vendor certificate should be submitted with the bid submission).	Yes / No	
07	The bidder should have at least LKR 7.5 million annual averages turn over for past three years (2025-2024, 2024-2023 and 2023-2022).	<i>Major Requirement</i>	
08	The bidder should include certified audited accounts for the past 3 years (2025-2024, 2024-2023 and 2023-2022).	<i>Major Requirement</i>	
09	Manufacturer authorization for all products quoted (Official manufacturer authorization documentation should attach, if applicable).	<i>Major Requirement</i>	

10	One Technical Manager: Having more than 10 years of experience with master's level degree qualifications in ICT field.	Yes / No	
11	One Project Manager: Having more than 10 years' experience with master's level qualifications in Business / Project management related.	Yes / No	
12	Two Network / IT Engineers: Having more than 10 years of industrial experience with Degree qualification in ICT field.	5 marks *..... Yes / No	
13	One Senior Technical Officer: Having more than 05 years of industrial experience with Degree qualification in ICT field.	Yes / No	

Scope of the work

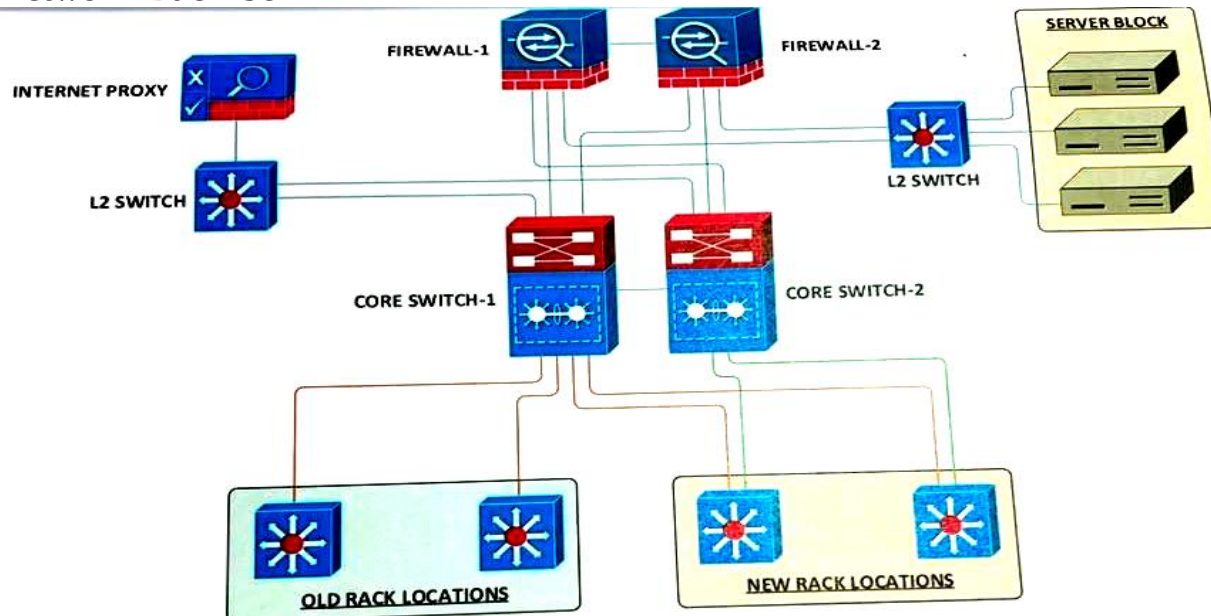
Teaching Hospital Peradeniya uses a Local Area Network, built with a fiber backbone and Cat 6/Cat 6A UTP cabling, together with related network devices, Servers and LAN equipment listed below as – List of LAN Equipment and Servers and ICT equipment, to support routine patient care services and administrative work. Thus, any failure of the network, ICT equipment, or related services may seriously affect hospital functions, and network downtime is considered a critical issue.

Under this service agreement, the service provider shall provide comprehensive preventive maintenance services and necessary corrective maintenance services for the Local Area Network, network equipment, peripheral devices and ICT equipment listed in the relevant sections of this document. Preventive maintenance refers to regular checking, servicing and monitoring to identify and prevent possible faults before they occur. Corrective maintenance refers to troubleshooting, repairing, replacing or restoring equipment and services after a fault or failure has occurred.

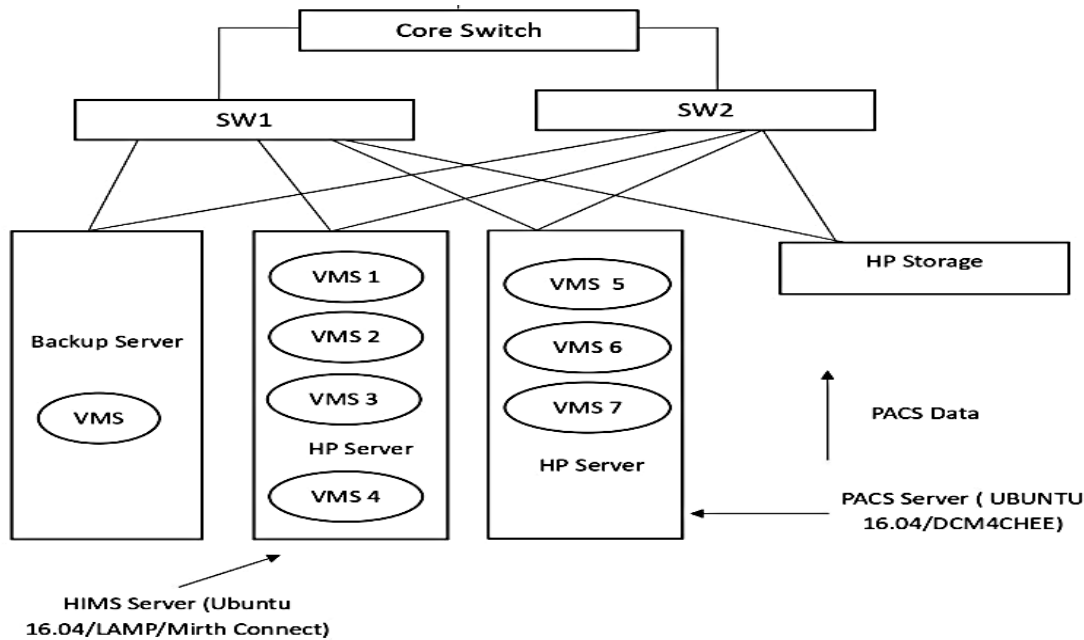
List of LAN Equipment and Servers

Teaching Hospital Peradeniya maintaining HIMS and PACS solutions to support patient care services. The PACS software is an open-source solution. The installation of a new licensed RIS system is currently ongoing under the supervision of the Ministry of Health. The HIMS, RIS and PACS server environment consists of the servers, storage systems and related equipment listed below. The service provider shall maintain the complete server environment, including any additional servers or related equipment introduced during the contract period. The service provider is expected to maintain this server system and provide technical support for future expansion when required. The service provider should also have the capability to reinstall, configure, restore and manage the entire system when necessary. The hospital Local Area Network consists of HP/Aruba switches. The current system deployment is shown in the diagram below.

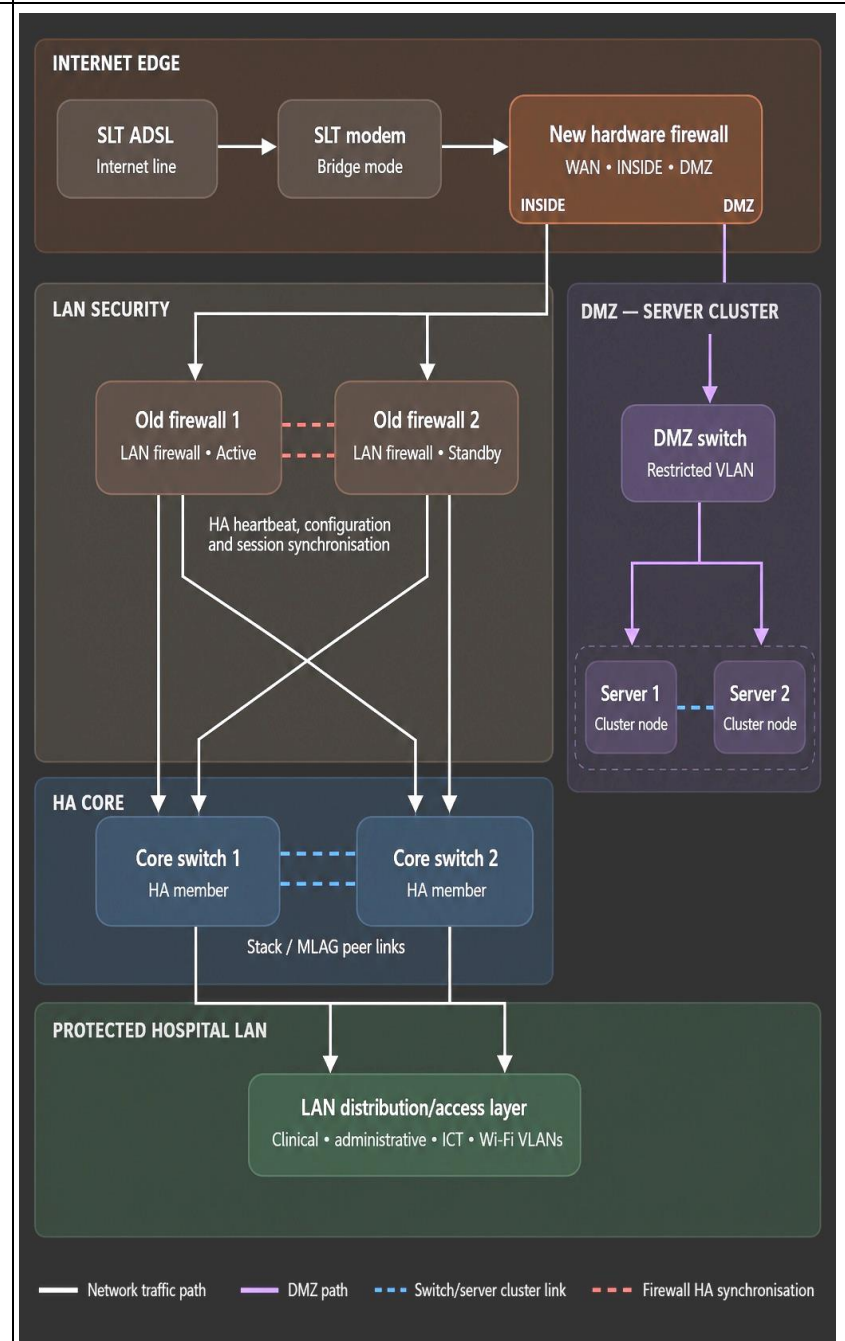
Existing Infrastructure Network Back-born



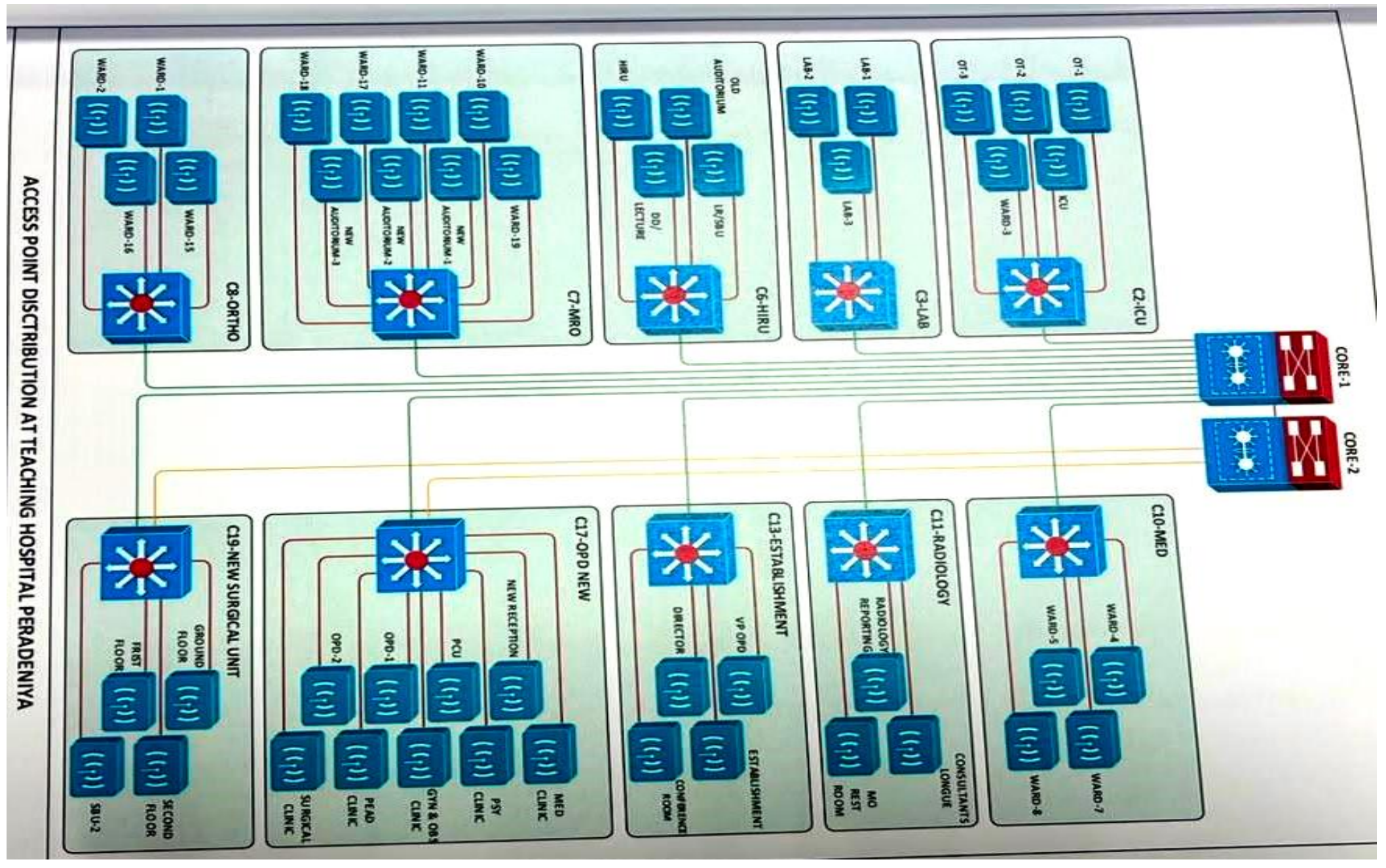
Servers



Planned Infrastructure



Local Area Network (LAN) with Access points distribution



The service provider shall be capable of installing and configuring the complete system from scratch whenever required. This includes installation and configuration of operating systems, high availability software, replication software, databases, web services, PACS software and other related system components. The service provider shall carry out these activities without depending on the hospital IT staff and without proposing any solution that requires additional hardware, unless specifically approved by the hospital. The service provider shall also propose a suitable virtualization solution to function virtual machines, together with a monitoring solution to monitor the entire system, including network switches, server hardware, operating systems, databases, Mirth Connect, web services and other relevant services for performance and availability. The service provider shall clearly demonstrate their technical capacity and previous experience by submitting all necessary supporting documents with the bid.

The service provider shall provide installation, re-configuration (for **Planned Infrastructure**) and technical support services for software upgrades, hardware upgrades, new software installations and new hardware installations whenever required. Such services shall be provided without any additional service charge during the agreement period, unless the hospital specifically approves otherwise.

The complete server environment shall be monitored continuously on a 24x7 basis to ensure proper operation, performance and availability. The service provider shall submit daily reports covering the system status, identified issues, corrective actions taken, preventive actions taken, and all activities carried out by the service provider during each day.

Minimum in-house staff composition of the service provider for this contract should be as follows.

However the adequate numbers of in-house staff should ensure to cover both day and night duty. The service provider shall ensure that staff Salaries, leave, absence, resignation, shift changes or other internal administrative issues do not interrupt the required support coverage.

No.	Staff Category	Minimum Number Required
1	Network Engineer / Network Administrator or equivalent	01
2	System Administrator / Server Administrator or equivalent	01
3	Network Technician	01
4	ICT Technician / Hardware Technician	02

Special condition of contract

Sr. No.	Condition	Details
01	Termination of the Agreement	The THP may terminate this contract, by not less than fourteen (14) days' written notice of termination to the service provider, to be given after the occurrence of any of the events specified : • If the service providers do not remedy a failure in the performance of their obligations under the contract, within fourteen (14) days after being notified or within any further period as the Employer may have subsequently approved in writing; • if the service provider become insolvent or bankrupt; • if, as the result of Force Majeure, the service provider/s are unable to perform a material portion of the services for a period of not less than thirty (30) days; or • if the service provider does not maintain a performance security • • If the service provider has delayed the completion of the services by the number of days for which the maximum amount of liquidated damages can be paid in accordance with CC 26.1 (contract data). • If the Employer, in its sole discretion, decides to terminate this contract.
02	Confidentiality	The Service Provider shall not disclose any proprietary, confidential, patient-related, administrative, technical or operational information relating to the Project, the Services, this Contract or the Employer's business or operations without the prior written consent of the Employer. Confidentiality obligations relating to patient data, passwords, server access details, network configurations, system credentials and hospital information shall survive the expiry or termination of the contract.
03	Documents prepared by the service providers to be the property of the employer	All plans, drawings, THP's requirements, designs, reports, and other documents and software submitted by the service providers shall become and remain the property of the THP, and the service providers shall, not later than upon termination or expiration of this contract, deliver all such documents and software to the THP, together with a detailed inventory thereof. The service providers may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the contract data
04	Description of personnel	The titles, job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the services of the service provider's technical personnel should be SAME as mentioned under the items from 10 to 13th of Technical Evaluation criteria. Staff details should be provided to purchaser in the format specified by purchaser. • Except as the THP may otherwise agree, no changes shall be made in the technical personnel. If, for any reason beyond the reasonable control of the service provider, it becomes necessary to replace any of the technical personnel, the service provider shall provide as a replacement a person of equivalent or better qualifications

		• If the THP finds that any of the personnel have (a) committed serious misconduct or have been charged with having committed a criminal action, or (b) have reasonable cause to be dissatisfied with the performance of any of the personnel, then the service provider shall, at the THP's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the THP. • The service provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of personnel.
05	On-Site and Duty Coverage	Day duty: 8.00 am–5.00 pm : At least two (02) ICT support officers Under normal operating conditions, a minimum of two (02) ICT Supporters shall be sufficient for the day shift. However, in special circumstances, when notified by the duly authorized officer of the hospital, an additional ICT Supporter shall be deployed to provide services at the hospital. No additional payment shall be made by the hospital for the deployment of such additional personnel. These officers shall have knowledge and experience in ICT support services, including barcode printers, barcode printing, barcode-related troubleshooting, computer hardware support, printer support and basic HIMS end-user support. Night duty: 5.00 pm–8.00 am: At least 01 ICT support officer Shall be available within the hospital premises as required by the hospital. This officer shall possess relevant experience and recognized certification or qualification in computer hardware maintenance and troubleshooting
06	Response Time and Service Availability	The service provider shall be capable of providing services on a 24-hour, 7-days-a-week basis during the contract period. For services and/or ICT equipment-related requests, the service provider shall attend the issue within 15 minutes of receiving the request. For network and server-related issues notified by the responsible hospital officer, the service provider shall attend the issue within 15 minutes and rectify the issue at the earliest possible time. Critical network and server issues shall be rectified within a maximum of 04 hours, unless the delay is due to reasons beyond the control of the service provider and accepted by the hospital.
07	Security, Confidentiality and Remote Access	The service provider shall acknowledge in writing that the systems may contain confidential hospital, patient, administrative and technical information. The service provider shall ensure the confidentiality, integrity and availability of all data and systems handled under this contract. The service provider shall sign a Non-Disclosure Agreement with the hospital at the beginning of the contract. This shall include confidentiality of passwords, server access details, network configurations and any other sensitive information. Any remote access to servers, firewalls (LAN), switches or other active devices shall be carried out only through a secure VPN connection approved by the hospital. The service provider shall establish and maintain the required VPN arrangement at the beginning of the contract. * The VPN connectivity solution shall support deployment and operation in the manner required by the hospital, whether through a firewalls (LAN) or without routing through a firewalls (LAN), as determined by the hospital

For Maintenance and Servicing of ICT Equipment		
08	Maintenance and Servicing of ICT Equipment	The service provider shall provide comprehensive preventive maintenance, corrective maintenance, repair services and end-user support for ICT equipment used at Teaching Hospital Peradeniya. This includes desktop computers, all-in-one computers, laptop computers, printers, barcode-related equipment, UPS units, peripheral devices and other ICT equipment used for HIMS and routine hospital office functions. The service provider shall ensure that ICT equipment remains functional, secure and available for routine patient care services and administrative work.
09	Preventive Maintenance of ICT Equipment	The service provider shall carry out scheduled preventive maintenance for all ICT equipment covered under this agreement. Preventive maintenance shall include routine inspection, cleaning, performance optimization, software checking, endpoint security checking and identification of possible faults before equipment failure occurs. Preventive maintenance shall be carried out according to the agreed schedule, including monthly, quarterly and six-monthly maintenance activities.
10	Corrective Maintenance and Repair	The service provider shall provide corrective maintenance services whenever ICT equipment becomes defective or non-functional. Corrective maintenance shall include fault diagnosis, troubleshooting, repair, replacement of approved parts and restoration of the equipment to normal working condition. Any defective equipment or part identified during preventive or corrective maintenance shall be reported to Teaching Hospital Peradeniya in writing. Replacement of parts shall be carried out only after obtaining approval from the hospital. Where the cost of a replacement part has not been included in the bidding document, the service provider shall submit an estimate and obtain approval before carrying out the repair or replacement
11	Replacement of Parts	Parts used for replacement or repair shall be of the same brand or a genuine/compatible equivalent approved by Teaching Hospital Peradeniya. Replacement of parts shall normally be carried out only for ICT equipment for which the warranty period has expired. For equipment under warranty, the service provider shall coordinate with the relevant warranty provider or supplier as instructed by Teaching Hospital Peradeniya. Defective equipment or removed parts shall be handed over to Teaching Hospital Peradeniya for disposal according to the hospital's ICT equipment and parts disposal policy. The service provider shall not dispose of hospital property independently.
12	On Demand ICT Support Services	The service provider shall provide on-demand support services when requested by the hospital. These services shall include, but shall not be limited to, the following: • Troubleshooting of computer hardware and software issues • Troubleshooting of internet and Local Area Network connectivity issues • Installation and configuration of computers, printers and barcode-related equipment • Configuration of ICT equipment for HIMS and other hospital systems • Replacement of printer ribbons, toner cartridges, ink cartridges, sticker rolls and Health ID tags, where required • Reformatting of computers where required, after hospital approval and necessary backup/data protection measures The service provider shall provide basic technical assistance for the existing hospital CCTV system when requested by Teaching Hospital Peradeniya. This shall be limited to minor support and coordination, excluding major repairs, replacements or upgrades unless separately approved.
13	Fault reporting, support call management, maintenance	Service provider shall maintain an interim manual or digital fault reporting register. For fault reporting, support call management, maintenance tracking and service reporting within one month from the date of award of the tender. All ICT equipment faults, support requests, maintenance activities and corrective actions shall be recorded

14	Execution of Services and Reporting	The service provider shall carry out preventive maintenance activities according to the agreed maintenance schedule. On-demand activities shall be attended within 15 minutes of receiving the request. After completion of each job, the service provider shall submit a complete service report describing the activities carried out. The report shall be countersigned by the technician and the service-requesting officer of the relevant unit or ward. The service provider shall submit service reports and relevant invoices to Teaching Hospital Peradeniya for payment processing where applicable.
15	Use of Backup ICT Equipment	Where backup ICT equipment is provided by the hospital, the service provider shall use such equipment for prompt restoration of services when equipment becomes defective. Thereafter, the defective equipment shall be repaired and returned to the respective unit.
16	Coverage of Additional ICT Equipment	Any additional ICT equipment introduced / replaced during the contract period shall be included in the maintenance coverage without an additional service charge, unless otherwise agreed by Teaching Hospital Peradeniya or not covered by other party
17	Data Security and Confidentiality	The service provider shall ensure the confidentiality, integrity and security of data stored in ICT equipment handled during maintenance.
18	Monthly Preventive Maintenance Activities	Carry out disk clean-up and system optimization where applicable. • Carry out disk defragmentation only where technically appropriate. Defragmentation shall not be performed on SSDs unless specifically required. • Remove unauthorized or unnecessary software with the approval of Teaching Hospital Peradeniya or the Health Information and Research Unit. • Clean and dust the main unit, keyboard, mouse and monitor of desktop computers and all-in-one computers. • Scan, detect and remove harmful software, including viruses, malware, spyware and other harmful programs. • Delete temporary files, including internet temporary files, Windows temporary files, cookies and other unnecessary files. • Update the endpoint security solution installed on relevant computers. • Update operating systems through an approved update mechanism, subject to compatibility with hospital systems. • Update approved software required for HIMS and other hospital systems, subject to compatibility and hospital approval.
18.1	Quarterly Preventive Maintenance Activities	Service, clean and dust printers, including laser printers, ink tank printers, dot matrix printers, thermal sticker printers and thermal transfer printers. • Service, clean and dust UPS units and check their functional status.
18.2	Six Monthly Preventive Maintenance Activities	Clean and remove dust from inside the system unit of desktop computers and other relevant ICT equipment using industry accepted methods and suitable cleaning materials.
18.3	Cleaning Materials	Chemicals and materials used for cleaning shall be industry accepted and suitable for use with ICT equipment. The service provider shall ensure that cleaning activities do not damage ICT equipment or affect hospital operations.
For Maintenance of Local Area Network, Servers and Other Network-Related Equipment		
19	Scope of Maintenance	1. Provide comprehensive software, hardware and operational maintenance for all physical servers, virtual servers, firewalls (LAN), switches, wireless network components, fiber backbone, UPS units related to switches and servers, and other network-related accessories. 2. Maintain the required server, network and communication environment to support HIMS, RIS, PACS and

		other hospital information systems. 3. Ensure that maintenance activities are carried out with minimum interruption to patient care services and routine hospital operations. 4. This contract includes firewalls (LAN) maintenance, configuration support and operational support only. Supply of a new firewalls (LAN) appliance is not included under this tender unless separately specified by Teaching Hospital Peradeniya.
20	Daily Monitoring and Reporting	1. Carry out daily monitoring of servers, virtual servers, firewalls (LAN), switches, wireless access points, network connectivity, storage, backup services, operating systems, databases, web services and other critical services required for hospital operations. 2. Use a licensed or legally authorized network and system monitoring solution. The name and price of the proposed monitoring solution shall be stated separately in the bid. 3. Configure automated monitoring, alerts and reports where technically possible to detect performance, availability, storage, security and service-related issues early. 4. Submit a daily electronic monitoring report to the designated officer of the Health Information and Research Unit of Teaching Hospital Peradeniya. 5. Failure to carry out monitoring and submit the daily report may result in a penalty of Rs. 1,000.00 per day, subject to the conditions of the agreement.
21	Server and Virtual Server Maintenance	1. Provide comprehensive maintenance for server hardware, operating systems, virtualization platforms, virtual machines, storage services, backup services, databases and web services. 2. Monitor server performance, disk space, logs, availability, backup status and service status, and take preventive action to avoid failures or downtime. 3. Reinstall, configure and restore operating systems, server software and required services when necessary due to server failure, hardware replacement or system corruption. 4. Support required server-side software and services used for HIMS, RIS, PACS and other hospital information systems, as instructed by the authorized hospital officer.
22	Wireless Network Maintenance	1. Maintain the hospital wireless network equipment listed in the relevant equipment section, including access points, controllers and other wireless network accessories. 2. Provide hardware, software and operational maintenance for wireless network components. 3. Monitor wireless network performance, availability, coverage, authentication and connectivity issues. 4. Support configuration changes and expansion of the wireless network when requested by the hospital.
23	Network Expansion and New Device Configuration	1. Carry out basic network expansion work requested by the hospital during the contract period. 2. Install and configure new network active and passive devices, including switches, access points, patch panels and other network-related equipment, when requested. 3. Hardware required for expansion shall be supplied by Teaching Hospital Peradeniya unless otherwise specified in the tender document. 4. Additional materials, licenses or major capital items not included in the contract shall be quoted separately and used only after approval by the hospital.
24	Preventive Maintenance Activities	1. Preventive maintenance shall include inspection, servicing, cleaning, adjustment, configuration checking, software /firmware update where applicable, performance checking and identification of possible defects before failure occurs. 2. The service provider shall carry out not less than four preventive maintenance visits per year for all equipment covered under this agreement. 3. The interval between two consecutive preventive maintenance visits shall not be less than two calendar months and shall not exceed four calendar months. 4. Replacement of defective components identified during preventive maintenance shall be carried out only after reporting to and obtaining approval from Teaching Hospital Peradeniya. 5. All ancillary services provided during preventive

		maintenance visits shall be included in the contract cost, and the hospital shall not be liable for additional service charges for such activities.
25	Corrective Maintenance Activities	1. Corrective maintenance shall include diagnosis, repair and restoration of defective equipment or services to satisfactory working condition. 2. Corrective maintenance may be initiated when a fault is reported by the hospital through the central ticketing system, email, telephone call or any other approved communication method. 3. The service provider shall attend network and server-related issues within 15 minutes of receiving the request. 4. Critical network and server issues shall be rectified at the earliest possible time and within a maximum of 04 hours, subject to the conditions of the agreement. 5. The cost of any replacement part shall be pre-agreed with the hospital through the due procedure. The list and cost of common replacement items shall be submitted with the bid where applicable. 6. Parts used for replacement or repair shall be of the same brand or a genuine/compatible equivalent approved by Teaching Hospital Peradeniya, especially where the original equipment is end-of-life or no longer supported.
26	Standby Equipment for Prompt Restoration	1. The service provider shall ensure the availability of at least one standby active LAN device in the Computer Maintenance Unit for prompt restoration of network services during failures. 2. Where the standby device is to be supplied by the bidder, the cost shall be stated separately. Where standby equipment is supplied by Teaching Hospital 48 Peradeniya, the service provider shall configure and use such equipment for prompt service restoration. 3. The defective equipment shall be repaired and returned to service as soon as possible after temporary restoration.
27	Reporting and Documentation	1. After each preventive or corrective maintenance visit, the service provider shall submit a complete report describing the activities carried out. 2. The report shall include defects identified, corrective actions taken, pending issues, recommendations and any further action required. 3. Reports shall be submitted to the Director of Teaching Hospital Peradeniya or an authorized nominee by email and/or hard copy as required. 4. Network diagrams, device inventories, IP address records, configuration change records and service logs shall be maintained and updated throughout the contract period.
28	Access to Equipment and Security Procedures	1. The service provider shall access servers, firewalls (LAN), switches and other active devices only with authorization from the hospital and according to hospital / Ministry of Health or E-governance security procedures. 2. Remote access to servers or active network devices shall be carried out only through a secure VPN approved by the hospital. 3. Passwords, server access details, firewalls (LAN) configurations, network diagrams and other sensitive information shall be handled confidentially. 4. The service provider shall comply with the confidentiality and Non-Disclosure Agreement requirements stated in the Mandatory Criteria.
29	Ownership and Disposal of Removed Components	1. All components removed during preventive or corrective maintenance shall remain the property of Teaching Hospital Peradeniya. 2. Removed components, defective parts and replaced items shall be handed over to the hospital for disposal according to the relevant hospital procedure. 3. The service provider shall not remove, discard, reuse or dispose of any hospital-owned equipment or components without written approval from the hospital.
30	On-Demand Configuration and System Support	1. The service provider shall provide required configuration support, operating system installation and server-side software installation necessary to run hospital information systems when requested by the authorized hospital officer. 2. On-demand configuration support shall include server configuration, service configuration, network configuration, firewalls (LAN)

		configuration, virtual machine configuration and related technical support within the scope of the contract. 3. Any change that may affect system availability, data security, network security or clinical service continuity shall be carried out only after approval from the authorized hospital officer
30.1	Cost, Licenses and Additional Items	1. The cost of monitoring software, required licenses, standby devices, replacement parts and additional materials shall be furnished separately where applicable. 2. No additional cost shall be incurred by the hospital for routine maintenance services already covered under this agreement. 3. Any item or service outside the agreed scope shall be carried out only after submission of an estimate and approval by Teaching Hospital Peradeniya.
Services and Facilities Provided by the Employer		
31	Equipment Room	Teaching Hospital Peradeniya shall provide a dedicated room or suitable space to store backup ICT equipment, subject to availability and hospital administrative arrangements. The use of such space shall be coordinated through the Health Information and Research Unit.
32	Equipment Details and Existing Records	Teaching Hospital Peradeniya shall provide available records of ICT equipment, network equipment, servers and other related equipment, including identification numbers, serial numbers, locations and other available details. The selected service provider shall verify, update and maintain the final detailed inventory in consultation with the nominated officers of the Health Information and Research Unit.
33	Inspection of Equipment Before Bid Submission	Bidders may inspect the ICT equipment, Local Area Network, server infrastructure and other relevant equipment before finalizing their bids, with prior approval from Teaching Hospital Peradeniya. Such inspections shall be coordinated through the Health Information and Research Unit or any other officer nominated by the hospital.
34	Coordination by Technical Personnel	The Health Information and Research Unit of Teaching Hospital Peradeniya shall coordinate equipment inspection, maintenance arrangements, service requests and communication between the hospital and the service provider during the contract period.
35	Backup ICT Equipment	Teaching Hospital Peradeniya shall provide available backup ICT equipment to support prompt restoration of services where possible. The service provider shall use such backup equipment only with the approval of the hospital and shall maintain proper records of issue, use and return
36	Consumables	Printer ribbons, toner cartridges, ink cartridges, sticker rolls, Health ID tags and similar consumables shall be provided by Teaching Hospital Peradeniya or by the officer-in-charge of the relevant unit/ward, unless otherwise specified in the contract.
37	Access to Equipment	The service provider shall be given authorized access to the equipment for the purpose of preventive maintenance, corrective maintenance and related support services. Access shall be provided in accordance with hospital security procedures, working arrangements and instructions issued by the authorized officers of Teaching Hospital Peradeniya. Access outside normal working hours shall be subject to prior approval or emergency authorization by the hospital.
38	Security and Confidentiality	The service provider shall ensure that access to hospital ICT equipment, servers, network devices and related systems is used only for authorized maintenance and support activities. No data, documents, system credentials or configuration details shall be copied, removed, disclosed or misused. The service provider shall comply with the confidentiality and Non-Disclosure Agreement requirements of the tender.

Cost of ICT equipment parts

Item	Brand/ Model	Unit price
USB Mouse		
USB Keyboard		
UPS battery for 650 VA UPS		
UPS battery for 3 KVA UPS		
Power cable for desktop PCs and printers		
VGA cable for desktop monitors		
RAM DDR3 / DDR4 – 4 GB		
Hard disk – 500 GB		
USB printer cable – 2 m		
Printer data cable		
Cat 6 patch cable – 2 m		
Cat 6 keystone and faceplate		
Cat 6 network cable – 1 m		
ATX power supply unit for desktop computers		
Universal power adapter for laptop computers		
USB extension cable – Type A		
USB extension cable – Type C		
USB Wi-Fi adapter		
HDMI cable – 1 m		
Single sunk box		
Cable tie – 6 inch		
RJ45 Cat 6 connector		

Note: Bidder should fill this form. But *don't include the cost of IT equipment parts for bid submission Form* (items and materials Specified above) and will not be evaluated, the purchaser will be arrange The supply, when needed

List of ICT equipment

No	Equipment	Number	Under warranty	Warranty expired
1	Desktop / All In One computers	236	45	188
2	Laptop computers	88	41	47
3	Dot matrix printers – LQ 310	35	04	31
	Dot matrix printers – LQ 2180	3	1	2
	Ink tank printers – M 100	26	-	26
	Ink tank printers – M 1170	18	18	-
	Ink tank printers – L6190	2	-	2
	Ink tank printers – L130	1	1	1
5	KIOSK	2	-	2
6	Laser printers	20	-	20
7	Thermal transfer sticker printer	13	-	13
8	Direct thermal sticker printers	34	-	34
9	Barcode Readers	83	20	63
10	UPS 650 VA	163	65	98
	UPS 2 KVA	7	1	6
	UPS 3 KVA	13	-	13

* Warranty Details by Equipment

SN	Name of the equipment	No. of equipment	Make	Model	Warranty expiration date
01	Desktop	15	HP	Pro tower 280	2028/10/30
		10	HP	Pro tower 280	2027/12/22
		20	HP	Pro tower 280	2027/08/14
02	Laptop computers	15			2028/10/30
		6			2027/12/31
		12			2027/07/18
		1			2029/03/09
03	Dot matrix printers – LQ 310	4	Epson	LQ 310	2028/10/10
04	Dot matrix printers – LQ 2180	1	Epson	LQ 2180	2027/09/26
05	Ink tank printers – M 1170	18	Epson	M 1170	2027/10/21
06	Direct thermal sticker printers	03	ZEBRZ	ZD230	2027/10/15
07	Barcode Readers	10	ZEBRZ	-	2026/10/30
08	UPS 650 VA	20	DCP/Prolink	-	2026/12/18
		20	DCP/Prolink	-	2026/12/31
		10	DCP/Prolink	-	2027/01/09
		7	DCP/Prolink	-	2027/10/23
		8	DCP/Prolink	-	2027/21/21
	UPS 2 KVA	1	DCP	-	2028/03/24

List of Local Area Network and Server Equipment

Set 1

Device name	Model	Serial
Server 1	HP ProLiant DL380p Gen 8	SGH450X44V
Server 2	HP ProLiant DL380p Gen 8	SGH450X44W
NAS	HP Store Easy 1640	CN74510CNN
Core switch	HP 5500	CN40B9R117
Access switch Non-PoE	HP1910	CN47BX20VI
Access switch Non-PoE	HP1910	CN47BX22BH
Access switch Non-PoE	HP1910	CN49BX22LF
Access switch Non-PoE	HP1910	CN48BX113K
Access switch Non-PoE	HP1910	CN49BX22J9
Access switch Non-PoE	HP1910	CN48BX1157
Access switch Non-PoE	HP1910	CN40BX200P
Access switch Non-PoE	HP1910	CN49BX21PT
Access switch Non-PoE	HP1910	CN49BX22MC
Access switch Non-PoE	HP1910	CN48BX115T
Access switch Non-PoE	HP1910	CN49BX21RS
Access switch Non-PoE	HP1910	CN40BX20IT
Access switch Non-PoE	HP1910	CN47BX228Q
Wireless access point	HP MSM410	TW36G424NW
Wireless access point	HP MSM410	TW36G424P7
Wireless access point	HP MSM410	TW36G424P5
Wireless access point	HP MSM410	TW36G424P1
Wireless access point	HP MSM410	TW36G424NZ
Wireless access point	HP MSM410	TW36G424NX
Wireless access point	HP MSM410	TW36G424NT
Wireless access point	HP MSM410	TW36G424NQ
Wireless access point	HP MSM410	TW36G424PD
Wireless access point	HP MSM410	TW36G424PF
Wireless access point	HP MSM410	TW36G424PO
Wireless access point	HP MSM410	TW36G424P2
UPS – 6 KVA	Riello SDL 6000 A4	ME27UT151270011

Set 2

Equipment	No.	Make	Model
Core switch (L3)	02	HP Aruba (5406 R)	J9821A
Switch 24 Port PoE (L2)	06	HP Aruba (2530 series)	J9773A
Switch 48 Port PoE (L2)	05	HP Aruba (2530 series)	J9772A
Switch 24 Port Non-PoE (L2)	02	HP Aruba (2530 series)	J 9976 A
Firewall for servers and internet access including PCs <i>* The hardware appliance currently hosting the Sophos Firewall may be replaced with a new appliance in the future. Until such replacement is effected, the existing appliance shall continue to remain in operation.</i> <i>And also, any newly installed firewall also requires hardware equipment.</i> <i>Therefore, the scope of the maintenance service should include maintenance, technical support, and service requirement related to any existing hardware equipment, whether old or new.</i>	01	Sophos (or any other)	XG 310 (or any other)
Wireless access point	48	HP Aruba (303)	J2320 A
KVM switch	01	HPE	HPE LCD 8500
UPS – 6 KVA	01	Techfine	CE 6KS
UPS – 1 KVA	11	Techfine	CE 1KS
Power distribution unit	02	AUSTIN HUGHES	V12C13-16A W/F-EN/3B-1

Set 3

Equipment	No.	Make	Model
Server 1	01	Dell PowerEdge	R760XS
24G PoE Switch	01	HPE, Aruba	CX6100
UPS – 3kVA	01	BHP	BP 3KS

(Bidder should fill)

1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each party: Not Allowed
3. Bidder's actual or intended Country of Registration: <i>[insert actual or intended Country of Registration]</i>
4. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Legal Address in Country of Registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> ☐ Articles of Incorporation or Registration of firm named in 1, above, in accordance with ITB Sub-Clauses 4.1 and 4.2.

(Bidder should fill)

Non-collusion Declaration
(Procurement Guideline Reference - 1.5)

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.

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Signature of the Declarant