



BIDDING DOCUMENT

Procurement of Services

Under

Shopping Procedures

Invitation of Quotations

For

Procurement of

**ANNUAL MAINTENANCE SERVICE FOR EXISTING AUTOMATIC BACKUP SYSTEM
OF SLLDC**

Contract No: S/266/26

Closing Date : 11th August 2026 at 13.30 Hours

Sri Lanka Land Development Corporation
No 03, Sri Jayawardenapura Mawatha
Welikada, Rajagiriya

NPA/SBD/GOODS/01

Section I. Instructions to Vendors (ITV)

A: General	
1. Scope of Bid	1.1 The Purchaser named in the Data Sheet invites you to submit a quotation to provide Annual Maintenance service for existing Automatic Backup System as specified in Section III Schedule of Requirements. Upon receipt of this invitation you are requested to acknowledge the receipt of this invitation and your intention to submit a quotation. The Purchaser may not consider you for inviting quotations in the future, if you failed to acknowledge the receipt of this invitation or not submitting a quotation after expressing the intention as above.
B: Contents of Documents	
2. Contents of Documents	2.1 The documents consist of the Sections indicated below. • Section I. Instructions to Vendors (ITV) • Section II. Data Sheet • Section III. Schedule of Requirements • Section IV. Technical Specifications & Compliance with Specifications • Section V. Quotation submission Form(s)
C: Preparation of Quotation	
3. Documents Comprising your Quotation	3.1 The Quotation shall comprise the following: (a) Submission of valid Business registration (b) Quotation Submission Form and the Price Schedules (c) Compliance with all Technical Specifications & scope of work requirements (d) Submission of valid manufacturer authorization letters and/or certified partner certificates for the proposed software. (e) Submission of documentary evidence demonstrating availability of qualified technical personnel and support facilities (f) Submission of similar nature experience at least 3 years in backup system implementation & maintenance services of backup systems worth of Rs. 3.0 Mn (such as submission of contract details with awarding and completion letter of last three years).

4. Quotation Submission Form and Price Schedules	4.1 The vendor shall submit the Quotation Submission Form using the form furnished in Section V. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested. 4.2 Alternative offers shall not be considered. The vendors are advised not to quote different options for the same item but furnish the most competitive among the options available to the bidder.
5. Prices and Discounts	5.1 Unless specifically stated in Data Sheet, all items must be priced separately in the Price Schedules. 5.2 The price to be quoted in the Quotation Submission Form shall be the total price of the Quotation, including any discounts offered. 5.3 The applicable VAT shall be indicated separately. 5.4 Prices quoted by the vendor shall be fixed during the vendor's performance of the Contract and not subject to variation on any account. A Quotation submitted with an adjustable price shall be treated as non-responsive and may be rejected.
6. Currency	6.1 The vendors shall quote only in Sri Lanka Rupees.
7. Documents to compliance with the required maintenance services	7.1 The vendor shall furnish as part of its quotation the documentary evidence that the service conform to the technical specifications and standards specified in Section IV, "Technical Specifications & Compliance with Specifications". 7.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the service, demonstrating substantial responsiveness of the service to the technical specifications, and if applicable, a statement of deviations and exceptions to the provisions of the Technical Specifications given.
8. Period of Validity of quotation	8.1 Quotations shall remain valid for the period of Forty Nine (49) days after the quotation submission deadline date.
9. Format and Signing of Quotation	9.1 The quotation shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the vendor.
D: Submission and Opening of Quotation	
10. Submission of Quotation	10.1 Vendors may submit their quotations by mail or by hand in sealed envelopes addressed to the Purchaser bear the specific identification of the contract number. 10.2 If the quotation is not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the quotation.

11. Deadline for Submission of Quotation	11.1 Quotation must be received by the Purchaser at the address set out in Section II, "Data Sheet", and no later than the date and time as specified in the Data Sheet.
12. Late Quotation	12.1 The Purchaser shall reject any quotation that arrives after the Deadline for submission of quotations, in accordance with ITV Clause 11.1 above.
13. Opening of Quotations	13.1 The Purchaser shall conduct the opening of quotation in public at the address, date and time specified in the Data Sheet. 13.2 A representative of the bidders may be present and mark its attendance.
E: Evaluation and Comparison of Quotation	
14. Clarifications	14.1 To assist in the examination, evaluation and comparison of the quotations, the Purchaser may, at its discretion, ask any vendor for a clarification of its quotation. Any clarification submitted by a vendor in respect to its quotation which is not in response to a request by the Purchaser shall not be considered. 14.2 The Purchaser's request for clarification and the response shall be in writing.
15. Responsiveness of Quotations	15.1 The Purchaser will determine the responsiveness of the quotation to the documents based on the contents of the quotation received. 15.2 If a quotation is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.
16. Evaluation of quotation	16.1 The Purchaser shall evaluate each quotation that has been determined, to be substantially responsive. 16.2 To evaluate a quotation, the Purchaser may consider the following: (a) the Price as quoted; (b) price adjustment for correction of arithmetical errors; (c) price adjustment due to discounts offered. 16.3 The Purchaser's evaluation of a quotation may require the consideration of other factors, in addition to the Price quoted if stated in Section II, Data Sheet. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the services indicating submission of similar experience of past three years at least worth Rs. 3 Mn., vendor's technical capacity and submitted valid license or certificates.
17. Purchaser's Right to Accept any Quotation, and to Reject any or all Quotations	17.1 The Purchaser reserves the right to accept or reject any quotation, and to annul the process and reject all quotations at any time prior to acceptance, without thereby incurring any liability to bidders.

F: Award of Contract	
18. Acceptance of the Quotation	18.1 The Purchaser will accept the quotation of the vendor whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the documents issued.
19. Notification of acceptance	19.1 Prior to the expiration of the period of validity of quotation, the Purchaser will notify the successful vendor, in writing, that its quotation has been accepted.

Section II: Data Sheet

ITV Clause Reference	
1.1	The Purchaser is General Manager, Sri Lanka Land Development Corporation Address: No 03, Sri Jayawardenapura Mawatha, Welikada, Rajagiriya,
2.2	A complete set of Bidding Documents in English language could be inspected and purchased upon submission of a written request to the Deputy General Manager (Supplies), on working days from 24th July 2026 to 10th August 2026 during 9.00 Hrs. to 15.30 Hrs. upon payment of non-refundable fee of Rs 1,000/= The method of payment will be in cash only
7.3	Valid Manufacture's Authorization and/or certified partner certificates for the products and software are required.
11.1	Address for submission of Quotations is Chairman Procurement Committee, Sri Lanka Land Development Corporation, No. 3, Sri Jayawardenapura Mawatha, Welikada, Rajagiriya Deadline for submission of quotations is Date: 11th August 2026 Time: 13.30 Hours
13	The quotations shall be opened at the following address: Sri Lanka Land Development Corporation No. 3, Sri Jayawardenapura Mawatha, Welikada, Rajagiriya Date: 11th August 2026 Time: 13.30 hours - immediately after closing of bids
16 ¹	Other factors that will be considered for evaluation are (List and describe the methodology): Past performance in similar nature with SLLDC or other institutes, availability of 24x7 technical support with minimum response time, response capability, service methodology and experience in backup system maintenance

20 Bid Security	20.1 The bidder shall furnish as part of its bid, a Bid Security (a) Be submitted in its original form; copies will not be accepted. (b) Remain valid up to 27th October 2026 (77 Days from the bid Closing) (c) All Bids shall be accompanied by a bid security. Bid security shall be Rs. 8,000.00 from a Licensed Commercial Bank registered under the Central Bank of Sri Lanka. It shall be irrevocable and unconditionally encashable upon the first written demand by the employer. Cash deposits to the SLLDC is also accepted.
21 Performance Security	Performance Security in provided format is required. If shall be issued by a Licensed Commercial Bank registered under the Central Bank of Sri Lanka for the value of 5% of the contract value and should be valid 28 days beyond the maintenance period.
22 Payment Terms	1st Milestone Payment: 50% of contract sum after the delivery of the License Software Update, Hardware Warranty Update and signing the annual maintenance agreement. The necessary certificates for the extension license and updating of warranty from the main agent shall be submitted 2nd Milestone Payment: Balance 50% of Initial contract sum after Completing the testing Run of 01 Month and necessary trainings related to the Software to the SLLDC IT staff.

Section III: Schedule of Requirements

Line Item N°	Description of Services	Quantity	Unit	Final Destination	Transportation and any other services	Delivery Date	
						Latest Delivery Date	Bidder's offered Delivery date [<i>to be provided by the bidder</i>]
	Please refer the Scope of work and details of Service Level Agreement under the Specifications						

Section IV: Technical Specification & Compliance

Item # and Name	Component Description	Minimum Specifications	Bidder's Response (Yes/No)	If "No" comment/s on the offer
		Please refer the Technical specification & Compliance in page no 09 to 15		

Scope of Work (SOW)

Item No.	Description of Services	Bidders Compliance (Yes/No)	Remarks
1	Arc Server Software Used to Backup email, SAP, RDP, Web, AD, Firewall Reporting, VM Ware V center and file server (Any issues 24 x7 support Required)		
2	Support required to troubleshoot software issues in Arc server		
3	Open Systems Interconnection (OSI) Should responsible to restore VM Backups whenever any failures occurred to Primary VM.		
4	Provide Technical Assistance for configuration changes, performance optimization and backup policy modifications requested by SLLDC		
5	Conduct four (04) preventive maintenance visits annually, including verification of backup integrity and restoration testing		
6	Monitor backup job status rectify failures		
7	Provide support during ransomware, malware or data recovery incidents		
8	Submit quarterly maintenance reports		
9	Provide remote and onsite support when required		

SERVICE LEVEL AGREEMENT (SLA)

The Service Provider shall provide 24 hours x 7 days x 365 day's technical support for the Existing Automatic Backup System installed at the SLLD Head Office, Rajagiriya.

1. Incident Classification

Priority Level 1 (Critical)

- Complete failure of the backup system.
- Failure of backup restoration operations
- Data loss or inability to access backup repositories
- Ransomware, malware, or cyber incidents affecting backup services

Priority Level 2 (High)

- Failure of scheduled backup jobs
- Significant degradation of backup system performance
- Partial service interruption affecting critical systems

Priority Level 3 (Medium)

- Non-critical backup errors
- Configuration issues
- Reporting or monitoring issues

Priority Level 4 (Low)

- General inquiries
- Routine maintenance requests
- Minor configuration changes

2. Response and Resolution Times

Priority Level	Initial Response Time	Resolution Time
Critical (P1)	Within 2 Hours	Within 8 Hours
High (P2)	Within 4 Hours	Within 24 Hours
Medium (P3)	Within 8 Hours	Within 2 Working Days
Low (P4)	Within 1 Working Day	Within 5 Working Days

3. Support Services

The Service Provider shall:

- a) Provide remote support and on-site support when required.
- b) Maintain a helpdesk facility for incident logging and tracking.
- c) Provide qualified and certified engineers for support services.
- d) Provide escalation support up to Priority Level 4 (PL 1 - PL4) where necessary.
- e) Monitor and troubleshoot backup failures.
- f) Perform restoration assistance and disaster recovery support when required.
- g) Submit quarterly service reports indicating incidents, resolutions, preventive maintenance activities, and recommendations.

4. Preventive Maintenance

The Service Provider shall conduct a minimum of four (04) preventive maintenance visits per year, including:

- Verification of backup completion status.
- Test restoration of selected backup data.
- Backup storage health checks.
- Review of backup retention policies.
- System performance assessment.
- Submission of maintenance reports after each visit.

5. Escalation Procedure

If an incident cannot be resolved within the specified resolution time, the issue shall be escalated to the next support level and SLLDC shall be informed of the escalation status and estimated resolution time.

Read Only

LIST OF PAST PROJECTS COMPLETED

(Provide details of three (03) similar Annual Maintenance Service Contracts completed within the last three years, total value at least Rs. 3 Mn.)

NO	Name of the Project	Number of Backups Server support	Client/ Contact No.	Contract Value (Rs)	Date of Completion
1					
2					
3					

.....
Signature and the Seal of Bidder

Existing Infrastructure/Assets covered under the Annual Maintenance Agreement

1

#	Part No	Description	Serial Number
1	SERVER RACK-40U	40U FREE STANDING RACK - 800mm(W) x 1470mm(H) x1000mm(D). 4 way - RAL 9005- 19 inch rack Mount -13-A Square Pin 2* Fixed Shelf -RAL 9005 for 19-inch Racks 600*400 mm - Thickness 1.5 mm	
--- End ---			

2

#	Part No	Description	Serial Number
1	XCubeNAS XN8008R	Rack mount 2U8 +6 Bay with Intel Xeon 3.3 GHz Quad-Core CPU 32GB DDR4 RAM (Max 64GB) 10GbE RJ45 dual port adapter 4 x 1GbE RJ45 LAN Port, Slide Rail for XCubeNAS 10TB Enterprise 7200rpm 256MB SATA HDD x 5	XN213Q00115
--- End ---			

3

#	Part No	Description	Serial Number
1	Dell PowerEdge R440	Intel Xeon Silver 4208 2.1G, 8C/16T, 9.6GT/s, 11M Cache, Turbo, HT (85W) DDR4-2400, 1 x 16GB RDIMM 3200MT 3 x 1TB 7.2K RPM SATA 6Gbps 512n 3.5in Dual-Port 1GbE On-Board LOM Broadcom 57416 Dual Port 10 GbE BaseT Network LOM Mezz Card	585KFD3
--- End ---			

4

#	Part No	Description	Serial Number
1	Arcserve UDP 7.0 Premium Edition	Arcserve UDP 7.0 Premium Edition - Socket - License Update and Technical support Required	NUPRR080FLWSKF.....
		Arcserve UDP 7.0 Premium Edition - Socket – License Update and Technical support Required	MUPRR080MAWSKF.....
		--- End ---	

5

#	Part No	Description	Serial Number
1	R3Kva UPS	3 kVA online rack mountable ups with 1-hour battery backup DIP 3kVA UPS isolation transformer	310034766EDB6093500001
--- End ---			

TERMS & CONDITIONS

MANDATORY REQUIREMENT THAT SHALL BE FULFILLED BY THE VENDER.

No	SLLDC Requirement	Supplier fulfilled & attached documents
01	Company Registration – BR	
02	Please Specify The Manufacture Certificates / authorization letter / valid license / partner certificates for the products & software required.	
03	Supplier should provide a backup Server/NAS storage /UPS, etc. where equipment is removed by the service provider for repair. A temporary equipment of equivalent capacity shall be provided until the repaired equipment is reinstated.	
04	Service provider shall commence maintenance services within seven (7) calendar days from issuance of the purchase order or signing of the agreement.	
05	Minimum of three projects with contract value over Rs. 3 Mn. and documentary evidence such as awarding letters, completion certificates, etc.	
06	Bidder shall provide 24 x 7 proactive Priority Level 1 to Priority Level 4 manage service with certified engineer as specified in the specifications.	
07	Service commencement letter and annual maintenance coverage certificate indicating contract start & end dates.	
08	Service provider needs to adhere to the SLLDC Service Level Agreement (SLA) & provide necessary services accordingly	

Section V

Quotation Submission Form

[The Vendor shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions will accepted.]

Date:

To: *[insert complete name of Purchaser]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the document issued;
- (b) We offer to supply in conformity with the documents issued and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods *[insert a brief description of the Goods]*;
- (c) The total price of our quotation including any discounts offered is: *[insert the total quoted price in words and figure]*;
- (d) Our quotation shall be valid for the period of time specified in ITV Sub-Clause 8.1, from the date fixed for the quotation submission deadline in accordance with ITV Sub-Clause 11.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (e) We understand that this quotation, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.
- (f) We understand that you are not bound to accept the lowest evaluated quotation or any other quotation that you may receive.

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

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

Dated:

Price Schedule

1	2	3	4	5	6	7	8	9	10
Line Item N°	Description of Goods	Country of Origin	Quantity	unit	Unit price	Sub Total]	Inland transportation and other services	Total Price for Item [(9) = (7) + (8)]	VAT
01	Annual maintenance service for existing Automatic backup system of SLLDC Head (1 Year) <u>Note:</u> • Rate shall all the necessary supports and services as per the scope of work / SLA / Terms & conditions • Rate shall include the 24x7x365 support of the Service Engineer		01	Item					
Total									

Name of Bidder *[insert complete name of Bidder]* Signature of Bidder *[signature of person signing the Bid]* Date *[insert date]*

Company Name	
Address	
Witness Name, NIC and Signature	
Company Seal Name	
Contact Person Mobile Number & Land Number	

Read Only

Manufacturer's Authorization

[If requested under ITV clause 7.3, the Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated.]

Date:

WHEREAS

We *[insert 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 quotation 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 supply the goods.

We hereby extend our full guarantee and warranty, 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]*

FORM OF BID SECURITY

[This 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: **General Manager, Sri Lanka Land Development Corporation**
No. 03, Sri Jayawardenapura Mawatha, Welikada, Rajagiriya

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] (hereinafter called "the Bidder") has submitted to you its bid dated

.....[insert (by issuing agency) date] hereinafter called "the Bid") for the execution of [insert name of Contract] under Invitation for Bids No. **S/266-/26**.

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

At the request of the Bidder, we[insert name of issuing agency] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of

.....[insert amount in figures]

.....[insert amount in word] upon receipt by us of your first demand in writing accompanied by a Written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions because the Bidder:

- a) Has withdrawn its Bid during the period of bid validity specified; or
- b) Does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB") ; or
- c) Having been notified of the acceptance of its Bid by the Employer/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) the successful bidder furnishing the performance security, otherwise it will remain in force up to(insert date)

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

Signature of authorized representatives (s)

FORM OF PERFORMANCE SECURITY (Unconditional)

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

Beneficiary: General Manager,
Sri Lanka Land Development Corporation
No 03, Sri Jayawardenapura Mawatha,
Welikada , Rajagiriya,

Date : -----

PERFORMANCE GUARANTEE No.: -----

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

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

At the request of the Contractor, we -----*[name of Agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of -----
[amount in figures] (-----*[amount in words]*), upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

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

.....
[signature(s)]