



Department of Cinnamon Development  
**Invitation for Bids (IFB)**

**Development of Digitized GAP Certification System for the  
Department of Cinnamon Development**

**DCD/PROC/Minor/2025/19**

1. The Chairman of the Department Procurement Committee (Minor), on behalf of the Department of Cinnamon Development (DCD), invites sealed bids from eligible and qualified bidders for the development of a digitized Good Agricultural Practices (GAP) certification system for the Department.
2. The Department of Cinnamon Development, established on 1st September 2023, was created to strengthen Sri Lanka's cinnamon industry by enhancing stakeholder livelihoods and increasing foreign exchange earnings through exports. Its core functions include research, extension services, and the implementation of programs that support industry stakeholders.
3. The proposed web-based GAP certification system is a strategic initiative to improve resource management, accelerate service delivery, and uphold the highest quality standards in cinnamon production. By digitizing GAP certification, the Department aims to ensure efficiency, transparency, and consistency in certification processes, thereby reinforcing product quality and global competitiveness. Future system enhancements are expected to include additional modules and integrations with other platforms, providing scalability, interoperability, and long-term sustainability for the cinnamon sector.
4. Bidding will be conducted using the **National Competitive Bidding (NCB) procedure that shall be governed by the procurement guidelines of the Government of Sri Lanka** and is open to all eligible bidders that meet the eligibility and qualification requirements given in the bidding documents.
5. Interested bidders may **inspect the bidding documents** free of charge during office hours on working days commencing from **September 29, 2025** at Head Office of the Department of Cinnamon Development, Borakanda, Karadeniya. Telephone: 0912210999, email: [cinnamondept@gmail.com](mailto:cinnamondept@gmail.com). Bidding documents are also available on DCD Website (<https://www.cinnamon.gov.lk>) only for inspection purposes.
6. A complete set of Bidding Documents in English Language may be purchased by interested bidders on submission of a written application and upon payment of a non-refundable fee of Sri Lankan Rupees Two Thousand (2,000.00) effective from **September 29, 2025** during office hours on working days from the office of the Department of Cinnamon Development at Gunarathna Weerakoon Mawatha, Borakanda, Karadeniya. The method of payment will be by cash or bank deposit.
7. Bids must be delivered to the **address given in Para (5)** at or before **2.00 p.m. on October 15, 2025**. Late bids will be rejected. Bids will be opened soon after the bid closing in the presence of the bidders' representatives, who choose to attend at **2.15 p.m. on October 15, 2025**. All bids must be accompanied by a Bid Security in the form of a bank guarantee of not less than **Sri Lankan Rupees Twenty Thousand (LKR 20,000.00)**.
8. A Pre-bid meeting will be held at **10.00 A.M on October 07, 2025** at the office of DCD at the address given in Paragraph (5) above.

**Chairman**  
**Department Procurement Committee (Minor)**  
**Department of Cinnamon Development**  
**Gunarathna Weerakoon Mawatha, Borakanda, Karadeniya**

September 26, 2025

**INVITATION FOR BIDS**

**Development of Digitized GAP Certification System for the Department of  
Cinnamon Development**

**Bid No: DCD/PROC/Minor/2025/19**

**2025**

## Invitation for Bids

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You are invited to submit the most competitive quotation for the following items:

Item No	Description	Unit	Quantity
01	Requirement Gathering	Item	01
02	GAP Certification System Development	Item	01
03	User Training Sessions (Admin + Staff Groups)	Sessions	03
04	Support and Maintenance	Year	01

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Director General  
Department of Cinnamon Development

Only for Inspection Purposes

## **Section I. Instructions to Bidders**

### **A. General**

- |  |   |
|--|---|
| <b>1. Scope of Bid</b>                                       | <b>1.1</b> The Employer, as defined in the Bidding Data, invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of the Contract is provided in the Bidding Data.   |
|  | <b>1.2</b> The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the Bidding Data.   |
| <b>2. Qualification<br/>And Experience of<br/>the Bidder</b> | <b>2.1</b> All bidders shall provide in Section III, Forms of Bid and Qualification and Experience Information, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.  |
|  | <b>2.2</b> If stated in the Bidding Data, all bidders shall include the following information and documents with their bids in Section III: <ul style="list-style-type: none"><li>(a) List of Services performed for each of the last five years;</li><li>(b) Experience in Services of a similar nature for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;</li><li>(c) Work plan and methodology</li><li>(d) Support and Maintenance Commitment;</li><li>(e) Client's references.</li><li>(f) qualifications and experience of key staff proposed for the Contract;</li><li>(g) Any other if listed in the Bidding Data.</li></ul> |
| <b>3. Cost of Bidding</b>                                    | <b>3.1</b> The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.  |
| <b>4. Site Visit</b>   | <b>4.1</b> The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.  |

### **B. Bidding Documents**

- |  |   |
|--|---|
| <b>5. Content of Bidding Documents</b> | <b>5.1</b> The set of bidding documents comprises the documents listed below: |
|--|---|

#### **Volume I**

Section I. Instructions to Bidders  
Section IV Conditions of Contract  
Section VIII Security Forms

#### **Volume II**

Invitation for Bid

Section II Bidding Data

Section III Forms of Bid and Qualification Information

Section V Contract Data

Section VI Employer's Requirements

Section VII Activity Schedule

6. **Clarification of Bidding Documents** 6.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing at the Employer's address indicated in the invitation to bid.

### **C. Preparation of Bids**

7. **Language of Bid** 7.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in English Language.

8. **Documents Comprising the Bid** 8.1 The Bidder shall submit the Bid under two separately sealed envelopes as follows:

- (a) The first envelope shall be clearly marked "**ENVELOPE 1 – QUALIFICATION AND EXPERIENCE INFORMATION**"; and
- (b) The second envelope shall be clearly marked "**ENVELOPE 2 – FINANCIAL BID**" and warning "**DO NOT OPEN, EXCEPT IN THE PRESENCE OF THE BIDDERS**".

- 8.2 The Envelope 1, marked as "**QUALIFICATION AND EXPERIENCE INFORMATION**" shall include the originals of the following:

- (i) Volume 1 of the Bidding Document
- (ii) Duly filled & signed Form of Bid
- (iii) Bid security;
- (iv) Duly filled Schedules A – Qualifications & Experience in last 5 years, B – Work plan & Methodology, C-Key staff, D-Client's Reference, E-Annual turnover information.
- (v) Annex A - Details of Requirement (Section VI)
- (vi) Other information listed in Bidding Data; and
- (vii) Any other information, bidder may wish to include

- 8.3 The Envelope 2, marked a "**ORIGINAL OF FINANCIAL BID**" shall include the originals of the following:

- (i) Duly filled and signed Price Schedule;
- (ii) Duly filled Activity schedule;

- 8.4 The two covers shall then be sealed in an outer Envelope All inner and outer envelopes/covers shall:

- (a) be addressed to the **Chairman, Department Procurement Committee (Minor), Department of Cinnamon**

**Development, Gunarathna Weerakoon Mw, Borakanda,  
Karandeniya**

- (b) bear the name and identification number of the Contract as  
“**Development of Digitized GAP Certification system for  
DCD**” and **Bid No: DCD/PROC/Minor/2025/19**

- 9. Bid Prices**
- 9.1** The Contract shall be for the Services, as described in the Employer’s Requirements, Section VI, based on the priced Activity Schedule submitted by the Bidder.
- 9.2** 9.2 The Bidder shall fill in rates and prices for all items of the Services described in the Employer’s Requirements, Section VI and listed in the Activity Schedule, Section VIII. Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.
- 9.3** All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder. However, VAT shall be included separately.
- 10. Currency of Bid and Payment**
- 10.1** The lump sum price shall be quoted by the Bidder shall be in Sri Lanka Rupees.
- 11. Bid Validity**
- 11.1** Bids shall remain valid for the period specified in the Bidding Data.
- 11.2** In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders’ responses shall be made in writing. A Bidder may refuse the request without forfeiting the Bid Security (if submitted). A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security (if submitted) for the period of the extension, and in compliance with Clause 12 in all respects.
- 12. Bid Security**
- 12.1** If indicated in the Bidding Data, the Bidder shall furnish, as part of the Bid, a Bid Security, in the amount specified in the Bidding Data and valid till the date specified in the Bidding Data.
- 12.2** If a Bid Security is requested under sub-clause 12.1 above, any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer.
- 12.3** The Bid Security of unsuccessful bidders will be returned within 28 days of the end of the Bid validity period specified in Sub-Clause 12.1.
- 12.4** The Bid Security of the successful Bidder will be discharged when the Bidder has signed the Agreement and furnished the required Performance Security (if required).
- 12.5** The Bid Security may be forfeited:

- (a) if the Bidder withdraws the Bid after Bid opening during the period of Bid validity;
- (b) if the Bidder does not accept the correction of the Bid price, pursuant to Clause 22; or
- (c) in the case of a successful Bidder, if the Bidder fails within the specified time limit to:
  - (i) sign the Contract; or
  - (ii) Furnish the required Performance Security (if required).

**13. Format and Signing of Bid**

- 13.1** The Bidder shall prepare one original of the documents comprising the Bid as described in Clause 8 of these Instructions to Bidders.
- 13.2** The original of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, all pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.
- 13.3** The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

**D. Submission of Bids**

**14. Sealing and Marking of Bids**

- 14.1** The outer envelope prepared in accordance with sub-clause 8.4 shall:
- (a) be addressed to the Employer at the address provided in the Bidding Data;
  - (b) bear the name and identification number of the Contract as defined in the Bidding Data; and
  - (c) Provide a warning not to open before the specified time and date for Bid opening as defined in the Bidding Data.
- 14.2** In addition to the identification required in Sub-Clause 14.2, the envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened if required.
- 14.3** If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.

**15. Deadline for Submission of Bids**

- 15.1** Bids shall be delivered to the Employer at the address specified above no later than the time and date specified in the Bidding Data.
- 15.2** Employer may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Parties previously subject to the original deadline will then be subject to the new deadline.

**16. Late Bids**

- 16.1** Any Bid received by the Employer after the deadline prescribed in Clause 15 will be returned unopened to the Bidder.



## **E. Bid Opening and Evaluation**

### **17. Bid Opening**

- 17.1** The Employer will open the envelope marked, 'Envelope 1 – Qualification and Experience', in the presence of Bidders' designated representatives who choose to attend, at the time, date, and location stipulated in the Invitation to Bid. The Bidders' representatives who are present shall confirm their attendance by signing the attendance sheet.
- 17.2** The Bidders' names, the presence (or absence) of Bid security, the presence (or absence) of the Financial Bid and any such other details as the Employer may consider appropriate, will be announced by the Employer at the opening.
- 17.3** The envelopes marked 'Envelope 2 – Financial Bid' will be opened after the completing the evaluation of envelope marked 'Envelope 1 – Quality and Experience', in the manner described in Sub-Clause 21.2.

### **18. Clarification of Bids**

- 18.1** To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, request any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with Clause 22.

### **19. Examination of Bids and Determination of Responsiveness**

- 19.1** Prior to the detailed evaluation of bids, using the information provided in Envelope 1, the Employer will determine whether each Bid
- (a) is accompanied by the required securities (if requested); and
  - (b) is substantially responsive to the requirements of the bidding documents.
- 19.2** A substantially responsive Bid is one which conforms to all the terms, conditions, and Employer's Requirements of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.
- 19.3** If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

**20. Evaluation of Qualification and Experience**

**20.1** The Employer will evaluate and compare only the Bids determined to be substantially responsive in accordance with Clause 19.

**20.2** A two-stage procedure will be adopted in detailed evaluation of substantial responsive Bids. The evaluation of qualifications and experience will be completed prior to any financial bid being opened. The Employer evaluates the Envelope 1 – Qualification and Experience on the basis of their responsiveness to the Employer’s Requirements, applying the evaluation criteria, and point system specified in Sub-Clause 20.3.

**20.3** During the evaluation of Envelope 1 for qualification and experience, the Employer will determine whether the Bidders are qualified and whether work plan and methodology are substantially responsive to the requirements set forth in the Bidding Document. In order to reach such a determination, the Employer will examine the information supplied by the Bidders, and other requirements in the Bidding Document, taking into account the factors and point system outlined in the Bidding Data.

**20.4** Each substantial responsive bid will be given a score as described under sub-clause 20.3. A Bid shall be rejected at this stage if it does not respond to important aspects of the Employer’s Requirements or if it fails to achieve an overall minimum of 70 points together with the minimum given against each criterion.

**21. Evaluation of Financial Bid**

**21.1** After the evaluation of Envelope 1 is completed, the Employer shall notify those Bidders whose qualification and experience did not meet the minimum qualifying marks or were considered nonresponsive to the Employer’s Requirements, indicating that their envelope marked ‘Envelope 2 – Financial Bid’ will be returned unopened after completing the selection process. The Employer shall simultaneously notify the Bidders that have secured the minimum qualifying marks, indicating the date and time set for opening the envelope marked ‘Envelope 2 – Financial Bid’. The notification may be sent by registered letter, or facsimile.

**21.2** The Envelope 2 shall be opened publicly in the presence of the Bidders’ representatives who choose to attend. The name of the bidder, the Bid prices together with any discounts offered shall be read aloud and recorded when the envelopes marked ‘Envelope 2 – Financial Bid’ are opened

**21.3** Before evaluating the Financial Bid, the Employer will determine whether the Bid is signed properly. If the Bid is not signed properly, it will be rejected at this stage.

- 21.4** In evaluating the Financial Bid, the Employer will determine for each Bid the Evaluated Bid Price by adjusting the Bid Price as follows:
- excluding Provisional Sums and the provision, if any;
  - Correcting the arithmetical errors in-pursuant to Clause 22.
  - Making an appropriate adjustment on sound technical and/or financial grounds for any other quantifiable acceptable variations, deviations or alternative offers.
  - Applying any discounts offered by the Bidder.
- 21.5** The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, alternative offers, and other factors that are in excess of the requirements of the Bidding document shall not be taken into account in Bid evaluation.
- 22. Correction of Errors**
- 22.1** Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.
- 22.2** The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with Sub-Clause 12.5.

## **F. Award of Contract**

- 23. Award Criteria** **23.1** Subject to Clause 24, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price.
- 24. Employer's Right to Accept any Bid and to Reject any or all Bids** **24.1** Notwithstanding Clause 23, the Employer 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, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer's action.
- 25. Notification of Award and Signing of Agreement** **25.1** The Bidder whose Bid has been accepted will be notified in writing, of the award by the Employer prior to expiration of the Bid validity period. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Service Provider in consideration of the Services provided by the Service provider as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").

- 25.2** The notification of award will constitute the formation of the Contract.
- 25.3** The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder.
- 26. Performance Security**
- 26.1** If requested in the Bidding Data, within 14 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form (Bank Guarantee and/or Performance Bond) stipulated in the Bidding Data, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.
- 27. Advance Payment and Security**
- 27.1** The Employer will provide an Advance Payment not exceeding 20% of the Contract Price subject to the Service Provider submitting a guarantee acceptable to the Employer.

## **Section II - Bidding Data**

### **Instructions to Bidders Clause Reference**

- (1.1) The Employer is the **Director General, Department of Cinnamon Development**

The name & identification number of the contract is “**Development of Digitized GAP Certification system for the Department of Cinnamon Development**”.  
Bid No: **DCD/PROC/Minor/2025/19**

- (1.2) The Intended Completion date is: **10.12.2025**

- (2.2) the information required from bidders in Sub-Clause 2.2 is:

- (a) List of Services performed for each of the last five years;
- (b) Experience in Services of a similar nature for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
- (c) Work plan and methodology
- (d) Support and Maintenance Commitment;
- (e) Client’s references.
- (f) qualifications and experience of key staff proposed for the Contract.

- (8.4) the address for submission of Bids is: **Chairman, Department (Minor) Procurement Committee, Department of Cinnamon Development, Gunarathna Weerakoon Mw, Borakanda, Karadeniya**

- (11.1) the period of Bid validity shall be **31/12/2025**

- (12.1) The amount of Bid Security shall be **Rs. 20,000.00**  
The Bid Security shall be valid until **28/01/2026**

- (14.2) The Employer’s address for the purpose of Bid submission is  
**Chairman,  
Department Procurement Committee (Minor),  
Department of Cinnamon Development,  
Gunarathna Weerakoon Mw,  
Borakanda, Karadeniya**

For identification of the bid the envelopes should indicate:

Contract: **Bid for Digitized GAP Certification system for DCD**  
Bid/Contract Number: **Bid No: DCD/PROC/Minor/2025/19**

- (15.1) The deadline for submission of bids shall be **15.10.2025, 2.00 p.m.**

- (17.1) Bids will be opened at **2.15 p.m.** of the day **15.10.2025** at the following address

**Department of Cinnamon Development,  
Gunarathna Weerakoon Mw,  
Borakanda,  
Karadeniya**

(20.3) Criteria for Evaluation of Qualification and Experience:

Criteria	Weight
Bidder Capability	0.3
System Capability	0.7

	Criteria	Maximum Points	Minimum Required
<b>Bidder Capability</b>			
a.	Experience in similar assignments	15	6
b.	Work plan and Methodology	44	30
c.	Key staff: Technical Expertise	10	5
d.	Client's Reference	10	-
e.	Financial Stability (Annual turnover information)	6	4
f.	Presentation	15	8
<b>Total</b>		100	53
<b>System Capability</b>			
a	Functional Compliance & Technical Performance	50	35
b.	Security & Data Protection	20	12
c.	User Interface & Usability	15	10
d.	Integration & Customization	10	05
e.	Documentation & Training	05	03
<b>Total</b>		100	65

**Experience in similar assignments:**

- Proven experience in implementing similar digital certification systems, particularly in agricultural or certification domains.
- The determination will take into account the Bidder's involvement in similar assignments during the past 5 years. The service provider should have completed 5 similar assignments in the last 5 years (2024, 2023, 2022, 2021, 2020), and each project will be scored out of 3 marks for a maximum total of 15 Marks. Written evidence (Awarding letters, Scope of the works, copy of agreement Etc.) should be attached with the schedule A

### **Work plan and Methodology:**

- The determination will take into account the bidder's proposed approach including the allocation of necessary resources in providing the services.

The following key areas will be evaluated.

- Overview of the Project - Maximum 10 Marks
- Project Plan - Maximum 12 Marks
- Planning Diagram for Process Implementation – Maximum 12 Marks
- Responsive time, after sales service and maintenance – 10 Marks

Total marks: 44

### **Key staff: Technical Expertise**

- Qualifications and expertise of the technical team proposed for the project. Availability of skilled personnel to handle system development, deployment, and support  
Only the Key staff proposed by the bidder will be evaluated. One mark per each key person will be awarded. (Maximum 10 marks).

The following key staff/team details must be submitted with the Annexure C

- Project Manager/Product owner
- System Analyst
- DB designer /Expert
- UI/UX Engineer (Front end / back end)
- Programmers / Software Engineers
- QA Engineers
- Other managerial posts, If any

### **Client's Reference:**

The references made by previous clients about the quality of the Services provided by the bidder will be evaluated. Written evidence should be submitted. Each client's reference will score 2 marks. (Maximum 10 marks)

### **Financial Stability:**

All financial aspects, including the annual turnover and other financial information, will be evaluated. Past three years audited financial statements accounts should be submitted. Each account will be scored by 2 marks, up to a total of 6 marks.

### **Presentation:**

The service provider should prepare a 20-minute presentation covering the following areas. Total marks 09

- Introduction – 0.5 Marks
- Business overview of the company – 0.5 Marks
- Overview of project proposal – 0.5 Marks
- Work plan and methodology. – 02 Marks
  - Project plan
  - Details of system requirements
- Project / Process implementation – 02 Marks
  - Complete ER (Entity Relationship) diagrams

- Implementation plan (Ex: Cloud / local hosting etc.)
- Methodology – 02 Marks
- System support – 0.5 Marks
- Technical details which not included in the SRS – 0.5 Marks
- Payments and Finance details – 0.5 Marks

**Functional Compliance & Technical Performance:**

- Meeting GAP system functional requirements & system reliability, scalability, uptime. **Evaluates** how well the system meets specified functional requirements and performs reliably under expected workloads (50 marks)

**Security & Data Protection**

- Data encryption, access controls, tamper-proof features  
**Assesses** the robustness of security features, including data encryption, user access controls, and compliance with data protection regulations. (20 marks)

**User Interface & Usability**

- User friendliness and accessibility  
**Measures** the system's ease of use, intuitiveness, and accessibility for various types of users. (15 marks)

**Integration & Customization**

- API support and system interoperability
- Workflow/report customization  
**Checks** the ability to integrate with existing systems and the flexibility to customize features based on organizational needs. (10 marks)

**Documentation & Training**

- User manuals, training materials  
**Evaluates** the quality and completeness of user manuals, technical documents, and the availability of training and support materials for users and administrators. (05 marks)

23. (B) The evaluation will be done package wise and all bidders must respond to the each line items mentioned in the price table.
- (26.0) The Performance Security acceptable to the Employer shall be an unconditional form of guarantee to an amount equal to 5% of the Contract Price.
- 27.0 20% Advance payment will be released as a mobilization advance, subject to submission of an Advance payment Guarantee issued from a Commercial Bank operates under the Central Bank of Sri Lanka. The Bank guarantee shall be as per the format of which is given in Annexure and it should be valid for the period covering completion of supply, installation, commissioning and acceptance of the Project + additional 14 Days.



**Section III. Forms of Bid, Qualification Information, Letter of Acceptance,  
and Contract**

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**Form of Bid**

[Date]

To: [name and address of Employer]

Having examined the bidding documents, we offer to provide the Services [*name and identification number of Contract*] in accordance with the Conditions of Contract, Employer's Requirements, drawings and activity schedule accompanying this Bid for the Contract Price of [*amount in numbers*], [*amount in words*] or any other sum derived in accordance with the said documents.

This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive. We hereby confirm that this Bid complies with the Bid validity required by the bidding documents and specified in the Bidding Data.

Authorized Signature: .....

Name and Title of Signatory: .....

Name of Bidder: .....

Address: .....

## Qualification Information

<b>Schedule A –Experience in Similar Assignments last five years</b> <i>(Enclosed in envelope marked, “Envelope 1 – Qualification and Experience Information)</i>				
Period	Employer	Description of Works	Amount	Contractor’s Responsibility (%)
		<b>Total</b>		

(Maximum marks 15)

(Minimum marks 09)

## Schedule B – Work Plan and Methodology

(enclosed in envelope marked, "Envelope 1 – Qualification and Experience Information)

Sheet 1 of ....

### Section No 1 – Overview - (10 marks for this section)

- Detailed project proposal with milestones
- Details of system requirements
  - Matters to propose data gathering (Use case diagrams)
  - Hardware and software requirements
- Separate complete cost (BOQ) for hardware & software  
(Local server/cloud server cost/ software cost / hosting cost if any)

### Section No 2 - Project Plan - (15 marks for this section)

- Complete Project plan (Gantt Chart)

### Section No 3 - Planning Diagrams for process implementation-(15 marks for this section)

- Complete ER (Entity Relationship) diagrams
- Implementation plan (Cloud / local)
- Methodology (Ex: Software development methodologies)
- Technical details which not included in the SRS

### Section No 4 – Responsive time, after sales service and maintenance -(10 marks for this section)

- Warranty and support cost (24\*7 Support cost)
- The bidder should provide three (03) customer reference letters for providing service and maintenance for related fields.
- Maintenance and service plan for the next 05 years. (Initial Year should be free of charge)

Years	Percentage to the total project or mention here propose calculation	Cost of the service for each year (SL Rs)
01 <sup>st</sup> Year	Free of charge	
02 <sup>nd</sup> year		
03 <sup>rd</sup> year		
04 <sup>th</sup> year		
05 <sup>th</sup> year		

(Maximum marks 50)

(Minimum marks 35)

Schedule C – Key Staff					
(enclosed in envelope marked, “Envelope 1 – Qualification and Experience Information)					
Name	Position	Qualifications	Duration of the present employment	Total experience of relevant industry	Task

(Maximum marks 10)  
(Minimum marks 08)

**Schedule D – Client’s Reference**

*(enclosed in envelope marked, “Envelope 1 – Qualification and Experience Information)*

*ATTACH THE CERTIFICATES GIVEN BY THE CLIENT’S, MAKING REFERENCES ON  
THE SERVICES EXECUTED BY BIDDER*

(Maximum marks 10)  
(Minimum marks 08)

<b>Schedule E – Annual Turn-over Information</b> (Last 03 years) <i>(enclosed in envelope marked, “Envelope 1 – Qualification and Experience Information)</i>		
<b>Year</b>	<b>Turnover</b>	<b>Remarks</b>
2023/2024		Attach audited financial statements
2022/2023		
2021/2022		

(Maximum marks 06)

(Minimum marks 04)

**Schedule F – Presentation**  
***(Should be presented when requested)***

The bidder should prepare for a 20-minute presentation covering the following areas.

- Introduction - 0.5 Marks
- Business overview of the company - 0.5 Marks
- Overview of project proposal - 0.5 Marks
- Work plan and methodology. - 02 Marks
  - Project plan
  - Details of system requirements
- Project / Process implementation - 02 Marks
  - Complete ER (Entity Relationship) diagrams
  - Implementation plan (Ex: Cloud / local hosting etc.)
- Methodology - 02 Marks
- System support - 0.5 Marks
- Technical details which not included in the SRS - 0.5 Marks
- Payments and Finance details - 0.5 marks

(Maximum marks 9)  
(Minimum marks 6)

**Letter of Acceptance**  
*[Letterhead paper of the Employer]*

*[Date]*

To: *[name and address of the Service provider]*

This is to notify you that your Bid dated *[date]* for providing services *[name of the Contract and identification number]* for the Contract Price of *[amount in numbers and words]*, as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by us.

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

Only for Inspection Purposes



## **Form of Contract**

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Employer]* (hereinafter called the “Employer”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

### **WHEREAS**

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the Conditions of Contract and Contract Data attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Employer that they have the required skills, and personnel and resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The Conditions of Contract;
- (b) The Contract Data;
- (c) The Form of Bid
- (d) The Priced Activity Schedule
- (e) The Employer’s Requirements
- (f) The following Appendices: *[Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]*

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel

Appendix D: Breakdown of Contract Price

Appendix E: Services and Facilities Provided by the Employer

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
- (a) The Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) The Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

*[Authorized Representative]*

For and on behalf of *[name of Service Provider]*

*[Authorized Representative]*

## **Section IV. Conditions of Contract**

### **1. General Provisions**

#### **1.1 Definitions**

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (b) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
- (c) “Contract” means the Contract signed by the Parties, to which these Conditions of Contract (CC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
- (d) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (e) “Employer” means the party who employs the Service Provider
- (f) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (g) “Personnel” means persons hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof;
- (h) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
- (i) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer
- (j) “Employer’s Requirements” means the Employer’s Requirements of the service included in the bidding document submitted by the Service Provider to the Employer
- (k) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Employer’s Requirements and Schedule of Activities included in the Service Provider’s Bid.

#### **1.2 Applicable Law**

The Contract shall be interpreted in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.

#### **1.3 Language**

This Contract has been executed in English Language

#### **1.4 Notices**

Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, to such Party at the address specified in the Contract Data.

- 1.5 Location** The Services shall be performed at such locations as are specified in Appendix A, in the Employer's Requirements and, where the location of a particular task is not so specified, at such locations, as the Employer may approve.
- 1.6 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials specified in the Contract Data.

## **2. Commencement, Completion, Modification, and Termination of Contract**

- 2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by either parties or such other later date as may be stated in the Contract Data.
- 2.2 Starting Date** The Service Provider shall start carrying out the Services seven (07) days after the date the Contract becomes effective, or at such other date as may be specified in the Contract Data.
- 2.3 Intended Completion Date** Unless terminated earlier pursuant to Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the Contract Data. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
- 2.5 Force Majeure**
- 2.5.1 Definition** For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- 2.5.3 Extension of Time** Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- 2.5.4 Payments** During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to

continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

## **2.6 Termination**

### **2.6.1 By the Employer**

The Employer may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause 2.6.1 and sixty (60) days in the case of the event referred to in (f):

- (a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) 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 sixty (60) days; or
- (d) if the Service Provider does not maintain a Performance Security in accordance with Clause 3.9;
- (e) If the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount for liquidated damages can be paid in accordance with Sub-Clause 3.8.1 and the Contract Data.
- (f) If the Employer, in its sole discretion, decides to terminate this Contract.

### **2.6.2 By the Service Provider**

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-two (42) days after receiving written notice from the Service Provider that such payment is overdue; or (b) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than fifty-six (56) days.

### **2.6.3 Payment upon Termination**

Upon termination of this Contract pursuant to Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d), (e) of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

### **3. Obligations of the Service Provider**

#### **3.1 General**

The Service Providers shall perform the Services in accordance with the Employer's Requirements and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Providers shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.

#### **3.3 Confidentiality**

The Service Providers, their Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

#### **3.5 Service Providers' Actions Requiring Employer's Prior Approval**

The Service Providers shall obtain the Employer's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
- (c) changing the Program of activities; and
- (d) Any other action that may be specified in the Contact Data.

#### **3.6 Reporting Obligations**

The Service Providers shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

#### **3.7 Documents Prepared by the Service Providers to Be the Property of the Employer**

All plans, drawings, Employer's Requirements, designs, reports, and other documents and software submitted by the Service Providers in accordance with Clause 3.6 shall become and remain the property of the Employer, and the Service Providers shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, 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

### **3.8 Liquidated Damages**

#### **3.8.1 Payments of Liquidated Damages**

The Service Provider shall pay liquidated damages to the Employer at the rate per day stated in the Contract Data for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

#### **3.8.2 Correction for Overpayment**

If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Clause 6.5

### **3.9 Performance Security**

The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract.

## **4. Service Provider's Personnel**

### **4.1 Description of Personnel**

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

### **4.2 Removal and/or Replacement of Personnel**

- (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.
- (b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's

written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.

- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

## **5. Obligations of the Employer**

- 5.1 Assistance and Exemptions** The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as specified in the SCC.
- 5.2 Change in the Applicable Law** If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities** The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

## **6. Payments to the Service Provider**

- 6.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Providers in carrying out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clauses 2.4 and 6.3.
- 6.2 Contract Price** The Contract Price is set forth in the Contract Data.
- 6.3 Payment for Additional Services, and Performance Incentive Compensation** For the purpose of determining the remuneration due for additional Services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D.
- 6.4 Terms and Conditions of Payment** Payments will be made to the Service Provider and according to the payment schedule stated in the Contract Data. Unless otherwise stated in, the Contract Data, first payment shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period stated in the Contract Data. Any other

**6.5 Interest on Delayed Payments**

payment shall be made after the conditions listed in the SCC for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

If the Employer has delayed payments beyond twenty-eight (28) days after the due date stated in the Contract Data, interest shall be paid to the Service Provider for each day of delay at the rate stated in the Contract Data.

**7. Quality Control**

**7.1 Identifying Defects**

The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities.

**7.2 Correction of Defects, and Lack of Performance Penalty**

(a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

(b) Every time notice a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice.

(c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in clause 3.8.

**8. Settlement of Disputes**

**8.1 Amicable Settlement**

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

**8.2 Dispute Settlement**

**8.2.1**

Any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, which was not settled amicably in as with sub clause 8.1 above, shall be finally settled by arbitration in accordance with Arbitration Act No 11 of 1995.

**8.2.2**

The arbitral tribunal shall consist of a sole arbitrator, who shall be appointed in the manner provided under sub clause 8.2.3.

**8.2.3**

The Party desiring arbitration shall nominate three arbitrators out of which one to be selected by the other Party within 21 Days of the receipt of such nomination. If the other Party does not select one to serve as Arbitrator within the stipulated period, then the Arbitrator shall be appointed in accordance with Arbitration Act No 11 of 1995, or any other amendments thereof.



## Section V. Contract Data

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(e)	The contract name is: <b>Development of Digitized GAP Certification system for the Department of Cinnamon Development</b>
1.1(h)	The Employer is: <b>Director General, Department of Cinnamon Development</b>
1.1(m)	The Member in Charge is <i>[name of Member Leader of the Joint Venture]</i> .
1.1(p)	The Service Provider is <i>[insert name]</i>
1.4	<p>The addresses are:</p> <p>Employer: <b>Department of Cinnamon Development, Karadeniya</b>  <b>Attention: Director General</b>  <b>Telephone: 091 2210997</b>  <b>Fax: 091 2210998</b></p> <p>Service Provider: .....  Attention: .....  Telephone: .....  Fax: .....</p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Employer: <b>Mr. R. A. A. K. Ranawaka, Deputy Director</b></p> <p>For the Service Provider: .....</p>
2.1	The date on which this Contract shall come into effect is <b>on the date the Contract is signed by both parties.</b>
2.2.1	The Starting Date for the commencement is <b>within seven (07) days after the date the Contract becomes effective</b>
2.3	The Intended Completion Date is <b>10. 12. 2025</b>
3.8	<p>The liquidated damages rate is <b>0.10 % per day</b></p> <p>The maximum amount for liquidated damages for the whole contract is <b>10 percent of the final Contract Price.</b></p>
6.2	The Contract amount is <i>[insert amount]</i>

6.5

Payments shall be made according to the following schedule:

No	Deliverables	Phase	Timeline	Payment
1	1.1 Software requirement Specification and sign off	Inception	Date of Commencement + 1 weeks	70% of the total contract value
	1.2 Implementation schedule			
2	2.1 GAP Certification system prototype submission and sign off	Elaboration		
3	3.1 Complete full functional GAP Certification system	Construction	Date of Commencement + 11 weeks	
	3.2 Successful UAT acceptance			
4	4.1 Conduct Trainings	Transition	Date of Commencement + 14 weeks	30% of the total contract value
	4.2 Training documentations & User Manuals			

6.5

Payment shall be made within **21** days of receipt of the invoice and the relevant documents specified in Clause 6.4, and within **28** days in the case of the final payment.

## **Appendices**

**Appendix A** - Description of the Services

**Appendix B** - Schedule of Payments and Reporting Requirements

**Appendix C**—Key Personnel

**Appendix D**—Services and Facilities Provided by the Employer

Only for Inspection Purposes

## Section VIII. Security Forms

### Annex A Form: Bid Security (Bank Guarantee)

Whereas, *[name of Bidder]* (hereinafter called “the Bidder”) has submitted his Bid dated *[date]* for providing Services for *[name of Contract]* (hereinafter called “the Bid”).

Know all people by these presents that We *[name of Agency]* having our registered office at *[address]* (hereinafter called “the Bank”) are bound unto name of Employer] (hereinafter called “the Employer”) in the sum of *[The Bidder should insert the amount of the Guarantee in words and figures]* for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this *[day]* day of *[month]*, *[year]*.

The conditions of this obligation are:

- 1) If, after Bid opening, the Bidder withdraws his Bid during the period of Bid validity specified in the Form of Bid; or
- 2) If the Bidder having been notified of the acceptance of his Bid by the Employer during the period of Bid validity:
  - (a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required; or
  - (b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders; or
  - (c) does not accept the correction of the Bid Price pursuant to Clause 22,

we undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer’s having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date *[Usually 28 days after the end of the validity period of the Bid.]* days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

Date ..... Signature of the Bank .....

Witness ..... Seal .....

.....  
*[Signature, name, and address]*

**Annex B Form: Performance Bank Guarantee (Unconditional)**

To: *[name and address of Employer]*

Whereas *[name and address of Service Provider]* (hereinafter called “the Service Provider”) has undertaken, in pursuance of Contract No. *[number]* dated *[date]* to execute *[name of Contract and brief description of Services]* (hereinafter called “the Contract”);

And whereas it has been stipulated by you in the said Contract that the Service Provider 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 the Service Provider such a Bank Guarantee;

Now therefore we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Provider, up to a total of *[amount of Guarantee]* *[amount in words]*, such sum being 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]* as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Services to be performed there under or of any of the Contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until date 28 days from the date of issue of the Certificate of Completion.

Signature and seal of the Guarantor .....  
Name of Bank .....  
Address .....  
Date .....

**Envelope 2**

**Price Schedule**

Item No	Description	Unit	Qty	Unit Rate (LKR)	Amount (LKR)
01	Digitized GAP Certification system	Item	01		
02	User Training	Admin and staff	3 sessions		
03	Support and Maintenance	Year	01		
Total Bid Price (without VAT)					
Total Bid Price (with VAT)					

We agree to ..... in accordance with the specifications / requirements specified at a total contract price of LKR. .... (amount in figures)  
LKR..... (amount in words)  
within the period specified in the Invitation for Quotations.

Signature of authorized signatory of Supplier: .....

Name and designation of authorized signatory of Supplier: .....  
.....

Company/Supplier Name: .....

Address: .....  
.....

Contact details: Tel ..... Fax .....

Email .....

Date: .....

## **Special Conditions of the Contract**

### **1. Objective of the Assignment**

The primary objectives of this project are to develop a Good Agricultural Practices (GAP) certification system specifically for the Department of Cinnamon Development (DCD). The detailed objectives are as follows:

#### **Develop a Digitized GAP Certification System for Cinnamon:**

- a) Digitize the process of registered cinnamon farmers participating in the GAP program.
- b) Develop a user-friendly web platform for easy access and monitoring.

### **2. Scope of Services and tasks to be Carried Out by the vendor:**

#### **Development of Digitized GAP Certification system**

- 2.1 Study the main functions GAP certification system to understand its scope of work and identify the key users.
- 2.2 Identify and design the Content collection matrix in English with the understanding of the scope.
- 2.3 Developers are free to propose a design aligned with the requirements gathered and should adhere to the e-government policy.
- 2.4 The database handling software shall be free and open source. Such shall be identified and decided at the requirement gathering phase. The application will be developed using custom coding with a suitable architecture (for example MVC). Or with aid of a framework which had been updated continuously up to present. All the software versions should be the latest. Require the vendor to provide well-commented source code and a detailed technical documentation package. This documentation should include database schemas, API specifications, and a system architecture blueprint.
- 2.5 Design the web application in such a way that website follow a common style to provide appropriate user friendliness. Paths to accessing necessary functions needed to be shorter as much as possible, as identified and agreed in requirement gathering. (Necessary flow charts of the GAP certification process will be used).
- 2.6 System should be secured and restricted to authorized users; indexing by search engines should be disabled.
- 2.7 Provide training to the staff of the DCD over the developed web application including the comprehensive user guide.
- 2.8 The team members required to be available on-site as if necessary.
- 2.9 The vendor is required to sign a Non-Disclosure Agreement (NDA) where applicable.
- 2.10 The vendor shall support upon the hosting of the web application.

- 2.11 The vendor shall support and maintenance the web application for a period of twelve months (12) from the date of launch.

### **3 Maintenance**

- 3.1 Conform to the relevant government act on information.
- 3.2 The vendor shall support and manage the web application of GAP certification system for a period of twelve months (12) from the date of launch adhering to a Service Level Agreement.
- 3.3 The vendor shall upgrade software versions including databases, technology/versions related to programming language, technology/versions related to framework used and technology/versions related to any other software necessary for the proper function of the system.
- 3.4 The vendor shall attend modifications of functions of GAP certification system whenever the process of GAP certification is modified and upgraded by DCD.
- 3.5 Attend to all types of Corrective maintenances (Bug fixing and installing of security patches). Notification of errors/failures should be possible through email, telephone, WhatsApp, fax or in letter format. Implement two-factor authentication (2FA), Conduct a third-party penetration test (PEN test) before launch.
- 3.6 The DCD finally state completeness of functionality of the system. Until then, the vendor agrees to carry all the technical assistance.
- 3.7 First year maintenance cost should be free of charge. Very low budget of maintenance cost for the second year onwards.

### **4 Ownership**

- 4.1 The Intellectual property rights relating to graphics, photos (captured by the photographers), text, artwork, design, sound recordings, software, database, and any other components developed for this project by the vendor shall be the property of DCD.
- 4.2 If any proprietary software components belonging to the vendor shall be licensed to the DCD for perpetual use. The vendor shall require making appropriate arrangements to make available the source code of the said proprietary software to the client in the event of either bankruptcy or winding of merger of the vendor.
- 4.3 The passwords of the GAP Certification System for both frontend and backend, File Transferring Protocol (FTP) password should be handed over to the DCD. The passwords can be obtained from the DCD during the maintenance period.
- 4.4 The vendor should impose the copyright and disclaimer notice as specified by the Purchaser.



- 4.5 All confidential information exchanged during the assignment should not be disclosed by the vendor to a third party.
- 4.6 The vendor shall guarantee the Quality Assurance of GAP Certification System in all aspects and required to describe the Quality Assurance approach in detailed Methodology
- 4.7 The developer should provide soft copies of all source codes, databases (backup), Content Management tool, graphics, design documentation and other related documents used in the GAP Certification System to DCD.

## **5 Testing And Quality Assurance**

- 5.1 Quality Assurance (QA) should be guaranteed for the GAP Certification System in all aspects and the QA approach should be described in detail in methodology.
- 5.2 The vendor should implement all necessary security measures and adhere to the security measures proposed by Sri Lanka Computer Emergency Response Team (SLCERT) for ensuring the security of the GAP Certification System where both developments should be immune to exploitations such as SQL injection; Cross site scripting (XSS); Session/ (J hack guard) URL poisoning etc.

Backend: Python with Django or Flask, or PHP with Laravel. These frameworks offer excellent community support and robust features.

Frontend: A modern JavaScript framework like React or Vue.js for a responsive and user-friendly interface.

Database: PostgreSQL for its data integrity features, or MySQL for its widespread use and proven reliability.

## Section VII. Activity Schedule

### 6 Work Schedule

The project needed to be completed within a maximum duration of six weeks from the date of commencement including requirement gathering, designing, developing and hosting GAP Certification System.

The vendor is required to submit the following list of deliverables during the project:

No	Deliverables	Phase	Timeline
1	<b>Planning and Requirements Analysis</b> <ul style="list-style-type: none"> <li>• <b>Kickoff Meeting:</b> <ul style="list-style-type: none"> <li>○ Organize a kickoff meeting with stakeholders to discuss project objectives, scope, and deliverables.</li> <li>○ Identify project team members and assign roles and responsibilities.</li> </ul> </li> <li>• <b>Requirements Gathering:</b> <ul style="list-style-type: none"> <li>○ DCD staff to gather detailed requirements for the GAP certification system.</li> <li>○ Require the vendor to conduct a design thinking workshop with a sample group of cinnamon farmers during the requirement gathering phase. The user interface (UI) should be simple, intuitive, and accessible to users with varying levels of digital literacy. Use clear icons and simplified language</li> <li>○ Document the specific requirements for digitalizing the certification process, user management, data security.</li> </ul> </li> <li>• <b>System Analysis and conceptual design:</b> <ul style="list-style-type: none"> <li>○ Perform a comprehensive analysis of the existing systems and identify integration points.</li> <li>○ Develop a requirements specification document for the IT system.</li> <li>○ Identify the points of changes to be done to modify the certification system to comply with the Cinnamon GAP process.</li> <li>○ Identify all entities, data flows, workflows and functional architecture modules and design</li> </ul> </li> </ul>	Inception	Date of Commencement + 1 week
2	<b>Phase 2: GAP Certification System Development:</b> <ul style="list-style-type: none"> <li>○ Develop the database for overall system which identified.</li> <li>○ Develop all modules of GAP system (Backend, API and Frontend). The entire system must be built on a well-documented <b>RESTful API</b></li> <li>○ Implement data security and privacy features.</li> </ul>	Elaboration	Date of Commencement + 3 weeks

	<ul style="list-style-type: none"> <li>○ Create the user management module with role-based access controls.</li> </ul>		
3	<b>Phase 3: Deployment and Finalization</b> <ul style="list-style-type: none"> <li>• <b>Deployment:</b> <ul style="list-style-type: none"> <li>○ Deploy the system in a secure, reliable hosting environment.</li> <li>○ Testing with UAT, SMOK and other required</li> <li>○ Setup Load balance, Logs setup and infra structure, Security and performance patches</li> <li>○ Document the integration and deployment process.</li> </ul> </li> </ul>	Transition	Date of Commencement + 6 weeks
4	<b>Phase 4: Training</b> <ul style="list-style-type: none"> <li>• <b>Training Sessions:</b> <ul style="list-style-type: none"> <li>○ Conduct district-level training sessions to educate DCD staff and farmers on using the GAP certification system.</li> <li>○ Provide hands-on training and practical demonstrations. <b>Simplified, visual training materials</b> (videos, infographics) for farmers, accessible via the web application or a dedicated DCD social media page</li> </ul> </li> <li>• <b>Ongoing Support:</b> <ul style="list-style-type: none"> <li>○ Develop backup process, maintaining and update process</li> <li>○ Establish a helpdesk and support team to provide ongoing assistance to users.</li> <li>○ The 12-month support and maintenance contract should include a <b>helpdesk service</b> with clear Service Level Agreements (SLAs). These SLAs should specify response times for different levels of issues (e.g., critical bug fixes within 24 hours, minor bug fixes within 72 hours).</li> </ul> </li> </ul>	Management	Quarterly

## 7 Training

### Digitized GAP Certification system

Provide Trainings for Staff members. The training shall include but not limited to the following;

- How to use the Administrator panel
- How to use different user interfaces for different/relevant staff categories
- Provide Training Manuals to the user
- Provide Slides or presentation

## 8 Review Committees and Review Procedures

All versions of deliverables will be reviewed by the team appointed by DCD.

**Section VI. Employer's Requirements and Drawings**  
(Describe Outputs and Performances, rather than Inputs, wherever possible)

**Details of Requirement**

Item No.	Minimum Specification	Bidder's Offer (Please specify details)	Compliance to the specification (Yes / No) If "No" bidder's response	Technical reference (Please specify the page number)
<b>Functional Requirements</b>				
1.1.	Web Application	1.1.1 Easy navigation		
		1.1.2 Advance Applicant Search function		
		1.1.3 Access to Online Application Portal (Web Application)		
		Responsive UI		
1.2	User Management & Administration	Configuration management		
		Dashboard for monitoring application status		
		Manage user roles		
		Manage user groups		
		Create/Edit/View & Delete Users		
		Activate / Deactivate Users		
		User Privilege / Role based Access Management		
		For all users forgot password function		
1.3	Applicant Management	1.3.1 Interface to enter the GAP Applicant Data The required (Compulsory) fields are as follows District – Dropdown DS Division – Dropdown (filtered based on district selected) GN Division - Dropdown (filtered based on DS Division selected) Applicant name Applicant NIC		

Item No.	Minimum Specification		Bidder's Offer (Please specify details)	Compliance to the specification (Yes / No) If "No" bidder's response	Technical reference (Please specify the page number)
		Applicant Address Applicant Phone Land extent Crop extent Crop expected yield (Other fields as per the GAP Application) It should be possible to add and modify features in the future.			
1.4	System Management	1.4.1 Interface to the GAP certification body. Generate GAP registration number Register auditors To create GAP audit. Assign auditors to the audit Send application to the auditors Create certificate based on clause 1.6.1 (format of the certificate will be provided). Generate the QR code with the GAP Certificate (it includes Farmer name, GAP Reg. No., Location, Extent, Quota: should be updated in accordance with the reduction in the quota.			
1.5	Audit Functions	1.5.1 Auditor login. Create audit report. Ability to inspect clause by clause			
1.6	Head of GAP certification body	1.6.1 Head of GAP certification body login – Review GAP audit report. Accept / Reject application based on the audit report.			
1.7	Report Generation	1.7.1 Predefined reports generation for the GAP certification body (Formats will be provided)			

Item No.	Minimum Specification	Bidder's Offer (Please specify details)	Compliance to the specification (Yes / No) If "No" bidder's response	Technical reference (Please specify the page number)
<b>Non-functional Requirements</b>				
2.1	Security	2.1.1 Usage of proper security mechanism in and out of the system to safeguard the privacy and the confidentiality of the data.		
2.2	Usability	2.2.1 Flexible & user-friendly design		
		2.2.1 Viewable mainly on Desktops, Laptops and mobile phones		
2.3	Extensibility	2.3.1 Ability to incorporate new functionalities (May depend on the agreements)		
2.4	Confidentiality and Integrity	2.4.1 The developed system should ensure "confidentiality" and "integrity" whenever required (i.e.: HTTPS) (This is coupled with clause 2.11.1)		
2.5	Authentication	2.5.1 Should be able to verify the users.		
2.6	Authorization	2.6.1 Should be able to verify that allowed users have access to resources.		
2.7	Responsiveness	2.7.1 The web application should be able to view in different devices with different screen sizes.		
2.8	Maintainability	2.8.1 The source code should be properly documented with appropriate comments and no complex codes (highly cohesive and loosely coupled) to do modifications such as corrections, improvements or adaption.		

Item No.	Minimum Specification		Bidder's Offer (Please specify details)	Compliance to the specification (Yes / No) If "No" bidder's response	Technical reference (Please specify the page number)
2.9	Compliance to standards	2.9.1 Should be standardized by following web standards like W3C.			
2.10	Internationalization	2.10.1 Able to access in English only.			
2.11	Extensibility	2.11.1 The web application should be designed and developed in a way that it can cater to future business needs.			
2.12	Disaster Recovery Mechanism (DR)	2.12.1 Should have a disaster recovery mechanism for RTO & RPO. (Recovery Time Objective (RTO), Recovery Point Objective (RPO))			
<b>External interfaces</b>					
3.1	OS	3.1.1 MAC / Windows / Linux / IOS / Android / etc.			
	Web browser compatibility	3.1.2 Cross-Browser Compatibility with latest versions of Safari, Microsoft Edge, Firefox, Chrome, Opera etc. Preferred without installing additional plug-ins.			
<b>Other Attributes</b>					
4.1	Maintenance and Support services	4.1.1 Helpdesk support			
		4.1.2 Product modification			
		4.1.3 Patches and upgrades			
		4.1.4 Incident Response			
		4.1.5 Issue Escalation			
4.2	Search Engine Optimization	4.2.1 Not required (Internal system only /			

Item No.	Minimum Specification		Bidder's Offer (Please specify details)	Compliance to the specification (Yes / No) If "No" bidder's response	Technical reference (Please specify the page number)
		Discourage search engines)			
<b>5 Design Constraints</b>					
5.1	Operating Platform	5.1.1 Free and open-source platforms			
5.2	System Architecture & Design	5.2.1 Internal system only			
		5.2.2 Adopting the Secure Systems development practices			
5.3	UI & Viewing options	5.3.1 Quick & easy navigation			
		5.3.2 User friendly graphical interface (GUI)			
		5.3.3 Usage of UX Best Practices			
5.4	Systems Administration	5.4.1 Database maintenance			
		5.4.1 Backups and restoration			
		5.4.2 Audit trails			
5.5	Database(s)	5.5.1 Open-source databases			
<b>6 Configuration Support</b>					
6.1	Web Application Configurations	6.1.1. Support for the initial configuration of the web application is inclusive with the solution			
<b>7 Training Requirements</b>					
7.1	User Training	7.1.1 Should provide comprehensive user training			
7.2	User Manual	7.2.2 Should provide a comprehensive user manual			
<b>8 Proposed Personnel</b>					
8.1	Details & Experience records	8.1.1 Should provide the details of proposed personnel & their experience			



### Payment Schedule

No	Deliverables	Phase	Timeline	Payment
1	1.1 Software requirement Specification and sign off	Inception	Date of Commencement + 1 weeks	70% of the total contract value
	1.2 Implementation schedule			
2	2.1 GAP Certification system prototype submission and sign off	Elaboration		
3	3.1 Complete full functional GAP Certification system	Construction	Date of Commencement + 11 weeks	
	3.2 Successful UAT acceptance			
4	4.1 Conduct Trainings	Transition	Date of Commencement + 14 weeks	30% of the total contract value
	4.2 Training documentations & User Manuals			

### Key Personnel

The vendor should have the suitable resource persons for the following positions in this project with relevant qualifications and experience:

<b>Key Professional Staff</b>	<b>Academic</b>	<b>Experience in the <u>Proposed Role</u></b>	<b>Experience in proposed role/ Open-source web app development</b>
Project Manger	B. Sc in IT or equivalent	3 years	
System Analyst	B. Sc in IT or equivalent	3 years	
Software Engineer	B. Sc in IT or equivalent	3 years	
Database Expert	B. Sc in IT or equivalent	3 years	
UI/UX Engineer	B. Sc in IT or equivalent	2 years	
QA Engineers	B. Sc in IT or equivalent	2 years	