



INVITATION FOR BIDS

Dear Sir/s,

Bids for Branch Network Maintenance, Troubleshooting, and Issue Fixing for State Mortgage and Investment Bank

BID Reference No: SMIB/TD/2025/09/06

Sealed bids are hereby invited from reputable and duly registered service providers in Sri Lanka with a minimum of three (03) years of proven experience in network maintenance, troubleshooting, and issue resolution. Eligible bidders must operate their own branch network, which can facilitate immediate troubleshooting and remediation, and be staffed with qualified technical personnel. The scope of work includes the Branch Network Maintenance, Troubleshooting, and Issue Fixing for State Mortgage and Investment Bank and its branch offices.

Bidding documents could be obtained from the Chief Manager (Human Resources and Logistics), State Mortgage and Investment Bank, No 269, Galle Road, Colombo 3 after making payment of a non-refundable fee of LKR 5,000.00. Bidding documents should be accompanied by a Bank Guarantee for a sum of LKR 50,000.00 issued by a licensed commercial bank valid for three (3) months period starting from 23/09/2025. Cash Deposit/Bank Drafts are also acceptable in lieu of Bid Bonds.

Dates and Time for Issuing Bidding Documents : 23/09/2025 to 14/10/2025, during office hours
Bid acceptance closing : 14/10/2025 at 03.00 PM
Opening of bids : Immediately after the closing of bids acceptance.

The State Mortgage & Investment Bank reserves the right of rejecting any or all bids and the right of accepting any portion of the bid without adducing any reason.

Chief Manager – HR & Logistics
Date – 19/09/2025



INSTRUCTIONS TO BIDDERS

Bids for Branch Network Maintenance, Troubleshooting, and Issue Fixing for State Mortgage and Investment Bank

BID Reference No: TEC/2025/020

1. Sealed Bids are hereby invited for the above, described in Annexure IV/Schedule “A”.
2. Bidders must in all respect, observe and conform to the “Conditions of Bid” set out in Annexure I and “Conditions of Order” set out in Annexure-II.
3. The following documents are annexed to this “Instruction to Bidders” must be read, signed and returned by the bidder along with this Instructions to Bidders

Conditions of Bid	Annexure I
Conditions of Order	Annexure II
4. The following documents should be completed signed and returned by the bidder

Form of Bid	Annexure III
Specifications (compliance section)	Annexure-IV
Schedule of Bidding Prices	Schedule “C”
Bid Security Guarantee	Schedule “D”
Performance Guarantee	Schedule “E”
5. Bidding documents should be accompanied by the bid security.

Chief Manager- HR & Logistics,
19/09/2025

Agreed

Name and Address of the bidder:

.....

.....

Date

Signature of the bidder

CONDITIONS OF BID

GENERAL INSTRUCTIONS

1. Bids must be made on the forms sent herewith which must be duly and fully filled in and completed in all respects. All Bids must be signed by the Bidders and accompanied by the “Instruction to Bidders” and by all the documents annexed there-to, all enclosed in one cover marked **“Bids for Branch Network Maintenance, Troubleshooting, and Issue Fixing for State Mortgage and Investment Bank”** on the top left hand corner and the Bidders’ name on the bottom left hand corner of the cover which should be sealed and addressed to the **“Chief Manager (Human Resources and Logistics), State Mortgage and Investment Bank, No 269, Galle Road, Colombo 3”**.
2. Bids must be made strictly in accordance with the instructions contained herein, otherwise the Bid is liable to be rejected.
3. Bidders must acquaint themselves fully with all the terms of the foregoing “Instruction to Bidders” and of all the documents annexed here to. No plea of insufficient information or lack of information will be entertained at any time.
4. Bids will not be entertained from firms or persons who have been placed on the List of Defaulting Contractors of the Government of Sri Lanka or of the Bank, or of any statutory Government Corporation or Board.
5. The bid as well as correspondence and documents relating to bid exchanged by the bidder shall be written in English language.

DELIVERY OF BIDS

6. Bids either must be deposited no later than **03.00 p.m. on 14/10/2025** in the box provided for the purpose, at the said office or be sent through the post under Registered Cover which must reach the Bank at that address not later than 03.00PM. on the said date. Proof of posting will not be accepted. The onus of receipt of Bid is on the Bidder.

OPENING OF BIDS

7. Bids will be opened at **immediately after the closing of bid acceptance** at the said office and each Bidder may, if he so desires, send one duly authorized representative to be present at the time of opening of the Bids. The Chief Manager, Logistics Dept. may at his own discretion request such representative to produce a written authority from the Bidder.
8. The bidding prices should remain valid for a duration of three months (3) starting from the date of the Bid's opening.
9. Bidders should be prepared to submit documents or other evidence of their ability to execute the order if called upon to do so by the Bank.

10. Bids should be supplemented by further details showing not only conformity to the required specifications but also essential performance data and illustrative literature as appropriate.
11. The Bank reserves to itself the right of rejecting any or all Bids and the right of accepting any or part of the Bid without adducing any reasons.
12. All alteration and erasures shall be authenticated by a full signature of the Bidder, otherwise the Bid is liable to be treated as informal and rejected.

BID SECURITY

13. Bidders are required to furnish a Bid Guarantee encashable unconditionally on demand along with the bid for a sum of **LKR 50,000.00** from a licensed commercial bank valid for a period of 3 months starting from **14-10-2025**. The Bid Guarantee shall conform to the template appearing in Schedule “D”. Cash Deposits/Bank Drafts are also accepted in lieu of Bid Guarantees. Personal Cheques drawn by the bidder **WILL NOT BE ACCEPTED**

PERFORMANCE GUARANTEE

14. The successful bidder is expected to provide Performance Bond of **2%** from the bid value. The terms and conditions of the Performance Bond (Refer Schedule E) will be communicated once the successful Bidder is selected. The Bidder will be expected to issue such Performance Bond within 14 days from the date of communication of the selection of the Bidder for the period of year.

AWARD OF BID

15. On a Bid or any portion thereof being accepted, the Bank shall notify such acceptance (such notification being hereinafter referred to as an “order”) to the Bidder whose Bid or portion thereof has been accepted, and he shall thereupon be deemed to be the supplier (hereinafter referred to as a “supplier”) for the purpose of the order.

REJECTION OF BIDS

16. Bids will be rejected:
 - (a). If Bids will be received after the closing date and time specified at Clause (6) and/or
 - (c). If Bid does not conform to all the Provisions in this Annexure I “Conditions of Bid”
 - (d). If Bid is a conditional bid
 - (c). If Bidder submit more than one offer/option

BIDDER'S QUALIFICATIONS

17. Bidders eligibility

- a. Bidder shall be an incorporated registered Company in Sri Lanka, and should provide company registration, Form 40/20 and business continuity plan (BCP) of the organization.
- b. Bidder should have an Island-Wide-owned branch network which is intended for providing Network Maintenance, Troubleshooting, and Issue Fixing services and should be able to visit any branch within 4 hours. Documentary evidence to be provided of the following under the bidder’s name. Address, Contact Details & Date of Commencement of each branch/regional office (Should have completed a minimum of 3 years from the Date of Commencement of each branch/regional office) should provide.
- c. Bidder should have at least 3 years of experience in Network Maintenance, Troubleshooting, and Issue Fixing.
- d. Bidder should submit the competence of the experienced staff (attach list of Names along with their experience).
- e. Bidder shall not outsource this maintenance contract to another third-party company.

Name & Address of Bidder

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

Tel.No.
Fax No.

.....
Signature of the Bidder
Date

CONDITIONS OF ORDER

1. The order shall at all times and in all respect be executed to the entire satisfaction of the Bank and strictly in accordance with the Service Time Level Expectation specified under General Requirements of **Schedule A**
2. In the event of a failure or default on the part of the supplier to execute the order at the time and place required by the Bank. The Bank reserves to itself the right (without prejudice to any other rights) to engage at the risk and expense of supplier, the services of any other person to execute such order or any part thereof, and the Bank shall be entitled to recover from the supplier all losses, costs, damages and expenses which the Bank sustains in consequence of such failure or default.
3. Neither the full order nor any part of it shall be assigned or sublet without the written authority of the General Manager of the Bank, who reserves the further right to refuse to recognize any power of attorney granted by the Supplier to any person authorizing him to execute the order on the supplier's behalf.
4. The Officials of the Bank will be detailed to supervise the execution of the order and the supplier shall extend all co-operation to such order, officials and permit them to carry out such supervision whenever required.
5. The supplier shall ensure that their employees carry-out whatever instructions given by the officials of the Bank on matters concerning the order.
6. The supplier shall employ only Sri Lanka labour for the execution of the order.
7. The Bank shall not in any way or to any extent whatsoever be liable for any damages or expenses that may be incurred by the Supplier as a result of interruption of the deliveries or cancellation of the order due to any hindrance or cause whatsoever.
8. The supplier shall observe and comply with all requirements of the laws of Sri Lanka or regulations in force in Sri Lanka, and shall indemnify the Bank against claims arising out of his failure or neglect in observing and complying with such laws and regulations.
9. Payment.
 - 9.1 Total Annual fee would be paid in 4 installments up front (quarterly 25%), where subject to deduction of if any applicable penalties.
 - 9.2 Fixation of network issues fee will be paid in each quarter along with annual quarterly fee as per the man rate and time.
 - 9.3 The Annual fee agreed should be remain unchanged during the contractual period of two (2) years.
 - 9.4 At the beginning, the service provider should submit a Performance Bond 10% from the Annual fee, and the same should be valid during contact period + 1 month.

10. Any sum of money which the supplier is liable to pay to the Bank, will be deducted by the Bank from the amount due to the supplier or set off against cash deposit/cheque/money order/postal order/Bid Bond furnished under the Clause 13 of Annexure I, without prejudice to any other right of the Bank. The balance of such monies less such deductions will be paid to the supplier on satisfactory completion of the order.
11. Prices should remain firm for not less than 3 months from the date of opening of the Bid.
12. If the Supplier fails to execute the order in a satisfactory manner or if his conduct is considered improper or if he contravenes the laws and conditions in this Annexure II his name will be placed on the Bank's List of Defaulting Suppliers and other Government Departments Corporations and Boards notified accordingly.

.....
Signature of the Bidder

Name & Address of Bidder

Date

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

Tel.No.

Fax No.

Print on the bidder’s letter head

Annexure III

FORM OF BID – State Mortgage and Investment bank

BID FOR : Bids for Branch Network Maintenance, Troubleshooting, and Issue Fixing
for State Mortgage and Investment Bank.
BID FORMS ISSUED TO :
INITIAL :
DATE :

Dear Sir,

- 1. I/we the undersigned having read the “Instruction to Bidders” dated 14/10/2025 the Annexure I, II, III & IV and Schedules “A”, “B”, “C”, “D” and “E” do hereby undertake to supply the items described therein, in accordance with the general and other specifications appearing in Annexure IV & Schedule “A” and subject to the conditions set-out in Annexure II and to the entire satisfaction of the State Mortgage and Investment Bank.
- 2. I/we have fully acquainted myself/ourselves with all the said terms and conditions.
- 3. I/we confirm that this offer shall be opened for acceptance for three (3) calendar months from the date of opening of the Bid, and that the same shall not be withdrawn or revoked prior to that date.
- 4. I/we understand that you are not bound to accept the lowest or any Bid you may receive.
- 5. My/Our address for the purpose of this Bid and for any order if placed with me/us is.

Name & Address of Bidder

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

.....
Signature of the Bidder

Date

Tel. No.
Fax No.

Bids for Branch Network Maintenance, Troubleshooting, and Issue Fixing for State Mortgage and Investment Bank.

Schedule “A”

1.0 General Requirement (Compliance section)

The service provider expected to maintain, troubleshoot, and fix any issues of any SMIB branch network (network inside the branch premises). Upon raising a branch network related issue, service provider should attend to the issues and should provide a solution within the given SLA.

No	Main Category	Sub Categories	Compliance Yes / No	Remarks
01	Quarterly Branch Visits.	Visit each branch every quarter and inspect entire branch network (status of the network devices, status of network cables/network points, condition of network racks, primary and backup link switching etc). If there are any issues that need to be addressed, such as re-arranging or tidying cables, replacing damaged cables, cleaning network devices, or replacing defective components, they should be resolved. Further, a report should then be issued detailing the status of the branch network.		
02	SMIB reported issues.	If SMIB reports an issue related to the branch data network, service provider should attend and resolve the issue within the given SLA		
03	Replacement of equipment	If there is a replacement of any equipment required, the selected service provider must submit a detailed list of the network components to be replaced with specifications. These items should be procured through the Procurement Department of SMIB.		

04	Report Submission	Vendor should have to provide quarterly summary jobs report carried out by the technical team (network issue fixes) within 7 working days after each maintenance activity. Below details should be included in the report. Job reported date, Job complete date, Reference No, Status of the job, Man Hours, Payment, Taxes if any applicable, SMIB location (if applicable), Replaced Item Name, Item quantity, Serial Number.		
05	Service Time Level Expectation	Please refer to the below Service Time Level Expectation table		

2.0 Service Time Level Expectation SMIB Reported Issues.

Severity	Description	Response Time	Resolution Time	Compliance Yes / No
Critical	Complete network outage affecting an entire site or multiple sites; all users and services are impacted; no connectivity to critical business systems.	1/2 hour	2 hours	
High	Major network degradation affecting key services (e.g. VoIP, VPN, or core applications); partial connectivity or high latency impacting business operations.	2 hours	4 hours	
Medium	Limited network issue affecting a specific user group, or non-critical service; a workaround may be available.	4 hours	8 hours	
Low	Minor issue or enhancement of the network	8 days	3 business days	

All SLAs will start upon lodging the issue with the service provider.

3.0 Penalty

For quarterly branch visits

- If the service provider failed to visit and conduct preventive maintenance in all branches in a particular quarter, a penalty will be applicable as follows;
 - Quarter payment * 3% * number of branches not visited and conduct preventive maintenance during the quarter.
- *Not meeting the SLAs for reported issues (response time and/or resolution time)*
 - **Critical:** 75% of the total issue resolution fee shall be paid to SMIB as a penalty charge if the issue is not resolved within the agreed resolution time.
 - **High:** 50% of the total issue resolution fee shall be paid to SMIB as a penalty charge if the issue is not resolved within the agreed resolution time.

- **Medium:** 20% of the total issue resolution fee shall be paid to SMIB as a penalty charge if the issue is not resolved within the agreed resolution time.
- **Low:** 10% of the total issue resolution fee shall be paid to SMIB as a penalty charge if the issue is not resolved within the agreed resolution time.

4.0 The Conditions of Services

- 4.1 The service provider should provide trusted service and maintenance of the Bank's Branch Network and should replace/repair if any damage is happened during their maintenance activities and no payment or deposit will provide.
- 4.2 Maintaining the details confidentiality under the service should be ensured by the service provider.
- 4.3 The service provider is expected to observe due care when maintenance and services and should not carry or consolidate any kind of illegal items or substances.

5.0 Period of Service

- 5.1 Agreement shall initially be in force for a period of two (02) years from the date stated at the beginning hereof and can be extended for a further period of 01 year on the mutual agreement of both parties on the new terms agreed.

6.0 Bid Evaluation Criteria

Technical score – Weight 40%

Experience in relevant field:

Each completed year will allocate 5 marks and maximum marks a bidder can get limited to 30.

Availability of skilled technical staff:

Each technician will get maximum of 2 marks depending on his experience, qualifications and period of employment with the bidder. Maximum marks a bidder can get are limited to 20.

Total technical score = Experience in relevant field score + Availability of skilled technical staff score

Bid price – Weight 60%

Evaluation formula:

$((\text{technical score} / \text{highest technical score}) * 40\%) + ((\text{lowest bid price} / \text{bid price}) * 60\%)$

ADDRESS OF BIDDER

.....

Signature of Bidder

Rubber Stamp

Date:

SMIB Branch Locations

Br. Code	Branch	Address
1	Head Office	No.269, Galle Road, Colombo 03.
2	Kandy	No.61, 1st Floor, King's St, Kandy.
4	Gampaha	No.49, Yakkala Road, Gampaha.
5	Galle	No.119, Wakwella Rd, Galle.
6	Kurunegala	No.46/1, Mihindu Mw, Kurunegala.
7	Matugama	No.141/1, Agalawatta Rd, Mathugama.
8	Chilaw	No.41, Kurunegala Rd, Chilaw.
9	Matara	No.58 1 /1, Esplanade Rd, Matara.
10	Battaramulla	No.285/2, Kaduwela Rd, Battaramulla.
11	Kiribathgoda	No.140/B, Kandy Rd, Kiribathgoda.
12	Kegalle	No.190/3, Kandy Rd, Kegalle.
13	Horana	No. 155, Rathnapura Rd, Horana
14	Ambalantota	No.122, Main St, Ambalantota.
15	Batticaloa	No.245, Trinco Rd., Batticaloa.
16	Jaffna	No.127, Stanley Rd, Jaffna.
17	Ampara	No.864, D.S. Senanayaka St.,Ampara.
18	Rathnapura	No.101, Main St, Rathnapura.
19	Kaduruwela	No.892, Batticaloa Rd, Sawmill Junction, Kaduruwela
20	Vavuniya	No.137, Kandy Rd, Vavuniya.
21	Hatton	No.62/1/2, Main St, Hatton.
22	Badulla	No.38, Bank Rd, Badulla.
23	Moneragala	No.218, Kachcheri Rd, Moneragala.
24	Anuradhapura	No.521/7, New Bus Stand, Main St, Anuradhapura.
25	Matale	No.343, Trincomalee St, Matale.
26	Panadura	No.26, Susantha Mw, Panadura.

Schedule of Bid Prices

Bids for Branch Network Maintenance, Troubleshooting, and Issue Fixing for State Mortgage and Investment Bank.

No	Category	Rate	Price	TAX	Total price for a Year
01	Annual preventive maintenance cost for all branch visits (All four quarters)				
02	Man-hour rate for fixation of network issues (Please provide total price for 200 Man hours)				

- Note:
1. The Bidder should strictly follow the format of this appendix. If the space is inadequate, the Bidder may prepare his own appendix, following strictly to the format given above
 2. Prices and other cost data should be furnished as per above format and Bid will be rejected if the Bidder offer more than one offer.
 3. Bid will be rejected if the Bidder submit conditional offer.
 4. Prices and other cost data should be furnished for every item offered.
 5. The relevant technical data of the system offered should be forwarded along with the Bid.
 6. Offer will be rejected if alterations are not authenticated by full signature.
 7. No payment whatsoever will be made in advance before execution of the order.
 8. VAT Registration No.....

Name & Address of the Bidder

.....

.....

Signature of Bidder

Tele:

Date:

Fax :

----- [Insert issuing agency's name, and address of issuing branch or office] -----

Beneficiary: **State Mortgage & Investment Bank, 269, Galle Road, Colombo 03.**

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

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

We have been informed that ----- [insert (by issuing agency) name of the Bidder; if a joint Venture, list complete legal names of partners] (hereinafter called "the Bidder") has submitted to you its bid dated ----- [insert (by issuing agency) date] (hereinafter called "the Bid") for the **"Bids for Branch Network Maintenance, Troubleshooting, and Issue Fixing for State Mortgage and Investment Bank"** under this Invitation for Bid.

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

- (a) has withdrawn its Bid during the period of bid validity specified; or
- (b) does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB") of the IFB; 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) our receipt of a copy of your notification to the Bidder that the Bidder was unsuccessful, otherwise it will remain in force up to ----- (insert date)

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

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

Beneficiary: **State Mortgage & Investment Bank, 269, Galle Road, Colombo 03.**

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- [name of Contractor/Supplier] (hereinafter called "The Contractor") has entered into Contract No. ----- [reference number of the contract]
Dated ----- with you, for the ----- **"Bids for Branch Network Maintenance, Troubleshooting, and Issue Fixing for State Mortgage and Investment Bank."**

----- [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], such sum being payable in the types and proportions of currencies in which the contract Price is payable, 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 scheduled contract completion date] and any demand for payment under it must be received by us at this office on or before that date.

[Signature]