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Dear Sir/s,

INVITATION FOR BID

1.1	Name of the Procurement	Outsourcing of Managed Services and IT Support Personnel- for SMIB Core Banking System
1.2	Bid Reference Number	SMIB/TD/2025/09/04
1.3	Closing date & Time	10/10/2025 at 10.30 AM

Sealed bids are hereby invited for the Outsourcing of Managed Services and IT Support Personnel for State Mortgage and Investment Bank (SMIB) Core Banking System-related functionalities for a period of 24 months. This procurement will be conducted through the National Competitive Bidding (NCB) process.

Interested eligible bidders may obtain further information from the Logistics Division (cmhrlog@smib.lk | 0117722879 | rangikas@smib.lk 0117722783) and inspect the bidding documents at the address provided below during working hours.

A complete set of bidding documents can be purchased from the SMIB Logistics Division upon submission of a written request and payment of a non-refundable fee of LKR 15,000.00.

Important Dates

Bid Closing - 10/10/2025 at 10.30 AM

The State Mortgage & Investment Bank reserves the right to reject any or all bids and the right to accept any portion of the bid without adding any reason.

Chief Manager (HR & Logistics)
State Mortgage and Investment Bank
No 269, Galle Road
Colombo 03



Section 01 INSTRUCTIONS TO BIDDERS

Outsourcing Managed Services for SMIB Core Banking System

Scope of Bid

State Mortgage and Investment Bank (“SMIB”) intends to receive sealed bids for the Outsourcing of Managed Services and IT Support Personnel for State Mortgage and Investment Bank (SMIB) Core Banking System for a period of **24 months** that further described in section 02, Description of Services/ Schedule of requirement.

Qualification & Experience of the Bidder

All bidders shall possess legal rights to supply the Goods/ services under this contract.

All bidders shall provide in section 04 forms of bid and qualifications and experience information and other information requested.

Contents of Bidding Documents

The following documents are annexed to this “Instructions to Bidders”. Bidders must read, complete, signed and returned by the bidder along with Instructions to Bidders.

Section 01	Instructions to Bidders
Section 02	Description of Services
Section 03	Conditions of Contract
Section 04	Bids submission Form(s)

If the prospective bidder requires any clarifications regarding this procurement, they shall obtain them by contacting the following individuals. Requests must be received no later than 5 days prior to the submission deadline.

Chief Manager - HR & Logistics 011-7722879 Email – cmhrlog@smib.lk

Preparation of Bids

All documents should be addressed to the Chairman – Procurement Committee, State Mortgage & Investment Bank, 4th Floor, 269, Galle Road, Colombo 3.

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the SMIB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

All documents related to this procurement must be enclosed in a separate envelope and sealed. The procurement reference number must be clearly marked at the top of the envelope. The envelope must not be mixed with other procurement details, as this will be evaluated as a separate procurement.

Bids should only be completed on documents obtained from Chief Manager (Human Resources and Logistics) in accordance with the instructions which are given herein and should contain all required documents as instructed, otherwise Bid is liable to be rejected.

Bid Prices

Alternative bids shall not be considered.

The bidder shall indicate in the Price Schedule the rates and prices for all items of the service described. Any item without a specified rate or price will not be paid by SMIB. The prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and will not be subject to variation on any account.

Prices indicated on the Price Schedule shall inclusive of all costs related to supply; all duties and sales and other taxes already paid or payable by the Supplier, the price for inland transportation, insurance and other related services to deliver the goods to their final destination, the price of other incidental services. However, VAT shall not be included in the price but shall be indicated separately.

The Bidder shall quote in Sri Lankan Rupees and payment shall be payable only in Sri Lanka Rupees

Period of Validity of Bids

The Bid shall be valid for a minimum of 90 (ninety) days from the Closing Date. Notwithstanding above, The SMIB may solicit the Bidder's consent to an extension of the period of bid validity. The request and responses thereto shall be made in writing. Alternative offers shall not be considered.

Bid Security

The Bid should be accompanied by a Bid Security for the sum of **LKR 300,000.00** issued by a licensed commercial bank in the format given herein, that valid three (03) months from the bid closing date. Cash Deposit/Bank Drafts are also acceptable in lieu of Bid Bonds. Original to be submitted along with other bidding documents. Any bid not accompanied by an acceptable bid security shall be rejected.

The bid security may be forfeited if the bidder withdraws the bid after the bid opening during the period of bid validity, if the bidder does not accept the correction of the bid prices, or if the successful bidder fails within the specified time limit to sign the contract or furnish the required performance security (if required).

Format and Signing of Bid

The Bidder shall prepare one original bid. The original bid shall be typed or written in indelible ink and shall be signed by the bidder or a person authorized to sign for and on behalf of the Bidder.

All pages of the bid shall be initialed by the person or person (s) signing the bid. The name and the position held by each person signing must be indicated below the signature.

The Bid shall contain no alterations or additions, except those made to comply with instructions issued by the SMIB or as necessary to correct errors made by the bidders, in which case such corrections shall be initialed by the person or persons signing the Bid.

Submission and Opening of Bids

Bids should be mailed/ couriered in one sealed envelope stating bid reference number and name of the procurement in top left-hand side of the envelope, addressed to the Chief Manager (HR & L), State Mortgage & Investment Bank, 4th Floor, 269, Galle Road, Colombo 3, or should hand deliver to the box kept in Logistics division on or before the deadline given.

In addition to the above details, the envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened if required.

The Bank shall not accept any responsibility for the Bids that are not sealed properly, not marked as instructed or lost in transit or delivered elsewhere.

Deadline for Submission of Bids

Bids should be sent **on or before 10th October 2025 at 10.30 AM** as per the guidelines given herein. Bids received after closing time will not be taken into consideration. Same will be returned unopened. Proof of posting will not be accepted.

The SMIB may extend the deadline for submission of bids by issuing 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.

Late Bids

Any bid received by the SMIB after the deadline will be returned unopened to the Bidder.

Bid Opening

Bids will be opened at **10.30 AM** on the Bid closing date at the aforesaid office and each Bidder may, if desires, send one duly authorized representative to be present at the time of opening of the Bids. The Chief Manager (HR &L) may at his own discretion request such a representative to produce a written authority from the Bidder.

Clarification of Bids

To assist in the examination, evaluation, comparison and post-qualification of the bids, the SMIB may, at its discretion, request any Bidder for clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the SMIB shall not be considered for the purpose of evaluation. The SMIB's request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the SMIB in the Evaluation of the bids.

Bid Evaluation.

Only bids that are substantially responsive to the requirements of the bid documents will be considered for detailed evaluation. During the first stage of detailed evaluation, the qualifications and experience of the bidders will be assessed to determine if they meet the specified criteria. To make this determination, SMIB will examine the information provided by the bidders and any other requirements, if requested, taking into account the factors and points system outlined in Section 04, if applicable.

Notification of Award

On a Bid or any portion thereof being accepted, the Bank shall notify the successful bidder/s in writing by the issuance of a Letter of Award (LOA) that its bid has been accepted and on which basis the Bid has been accepted.

Upon receipt of the LOA the Bidder shall accept such LOA in writing within seven (07) working days of receipt with concurrence that such LOA complies with the terms and conditions of the Contract or amended Contract after negotiations with the Bank. This LOA shall become effective on the date when it is signed and returned by the Bidder.

The successful bidder shall sign a comprehensive contract with the SMIB and the notification of award shall constitute a binding contract until signing of such an agreement.

Purchaser's (SMIB) Right to Accept Any Bid, and to reject any or All Bids

The SMIB reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.

The SMIB reserves the right to award parts of the services to different bidders and request any number of resources under the limit of maximum number of resources stated under each work scope.

Performance bond

Within fourteen (14) days of the receipt of notification of award from the Bank, the successful Bidder shall furnish the Performance Security for the value of 5% from the total contract price period of 30 days + contract period from the date of purchase order issued, if applicable.

Section 02

DESCRIPTION OF THE SERVICES

Introduction

State Mortgage and Investment Bank is in the process of implementing a Core Banking Solution and is seeking suitably qualified and experienced vendors for the outsourcing of managed services required for Core Banking System maintenance.

Bidders must be a partner or authorized reseller of the Temenos T24 Core Banking Product OR should have a minimum of 01 year experience in providing managed services for Temenos clients. Evidence of the Temenos partnership and/or 01 year experience in providing managed services for Temenos clients should be provided.

Vendors may provide prices for either all or selected services as applicable. However, they must submit the necessary details for each service for which they provide a price.

The vendor must prepare a separate set of documents for this requirement and submit them in a separate envelope, as instructed under the preparation of bids.

Work Scope

End of Day Operations	Work method: remote
<ol style="list-style-type: none">1. Perform end of day/start of day related activities (on all calendar days).2. Perform backups.3. Support for DR and BCP activities.4. Provide status reports for the management.5. Meet all CBSL, regulatory and/or compliance requirements6. Any other end of day/start of day related activities. <p>SLA: Day end and backup should be completed before the next working day business starts.</p> <p>Penalty: Monthly payment * 1% for every hour delay after the business hour starts</p>	

Software Engineer	Work method: on-site Resources required: maximum 2
<p>Work Scope</p> <ol style="list-style-type: none"> 1. Application development and maintenance as per the requirements of SMIB. 2. Application development (web applications/windows applications/services and interfacing applications) using .Net/Java (using either one of the languages as needed by the bank) 3. Designing databases and application frameworks. 4. Database-related development (stored procedures, functions etc.) 5. Perform T24-related development and /or customization as per the requirements of SMIB 6. Optimizing applications and database queries. 7. Troubleshooting of the application. 8. End-user support and training. 9. Documentation and technical support. 10. Version controlling and deployment. 11. If needed, resources should attend to any urgent needs 24x7 basis 12. Meet all CBSL, regulatory and/or compliance requirements 13. Any other development-related activities <p>Minimum Qualification</p> <ol style="list-style-type: none"> 1. IT-related degree from a recognized university 2. 2 years' experience in the IT field and 01 experience with Temenos T24 system development 3. 1 year experience in software development <p>SLA: Assigned work should be completed at the timeline agreed upon assigning the work</p> <p>Penalty Monthly payment * 1% * number of days the work is delayed beyond the agreed timeline</p>	

Application Support Engineer	Work method: on-site Resources required: maximum 2
<p>Work Scope</p> <ol style="list-style-type: none"> 1. Provide guidance and support to end users. 2. Maintain issues reported by users and get them resolved on time. 3. Coordinate with vendors for timely issue resolution, QA/UAT of patches, release of patches/updates. 4. Carry out routine services and monitoring activities. 5. Provide training to users and participate in UAT activities. 6. Perform application-level master configurations. 7. Ensure 24x7 application and service availability for critical applications and services. 8. Participate and perform DR/BCP activities. 9. Provide support desk activity reports for the management. 10. Meet all CBSL, regulatory and/or compliance requirements 11. If needed, resources should attend to any urgent needs 24x7 basis 12. Any other activity related to user support. <p>Minimum Qualification</p> <ol style="list-style-type: none"> 1. IT-related degree from a recognized university 2. 2 years' experience in IT application support, preferably in banking/finance domain 3. Should have a minimum of 01-year experience with TEMENOS core banking system. <p>SLA:</p> <p><i>Issue severity definition</i></p> <p>Severity 1: Due to a system issue more than 75% of the users are impacted and/or business operations are critically affected. No immediate workaround or alternate solution is available. Any day end operation issue should be categorized as Severity 1 and workaround or solution should be provided urgently to complete the day end operation before the next working day</p> <p>Severity 2: Due to a system issue, majority of the users and/or business operations are affected to a greater extent. Workaround or alternate solution is available but working with these solutions are difficult</p> <p>Severity 3: Due to a system issue users and/or business operation are affected. Business operations can continue with less difficulties</p> <p>Severity 4: Due to a system issue users and/or business operation are minimally affected. Business operations can continue with some difficulties</p> <p>Severity 5: Due to a system issue users and/or business operation are marginally affected. Business operations can continue as usual with minor or no effects</p> <p><i>Response time definition</i></p> <p>Time elapsed between issue is logged and client support team start attending to the issue</p> <p>Severity 1: within 15 minutes</p> <p>Severity 2: within 2 hours</p> <p>Severity 3: within 1 day</p> <p>Severity 4: within 2 days</p> <p>Severity 5: within 4 days</p>	

Workaround time definition

Time elapsed between issue is logged and a workaround or alternate solution is provided until a permanent solution is given

Severity 1: within 1 hour

Severity 2: within 8 hours

Severity 3: within 7 days

Severity 4: as agreed based on the issue

Severity 5: as agreed based on the issue

Resolution time definition

Time elapsed between issue is logged and until a permanent solution is given

Severity 1: Resolution or workaround should be provided within the stated Workaround time. Once provided, issue should be recategorized for a permanent resolution

Severity 2: within 7 days

Severity 3: as agreed based on the issue

Severity 4: as agreed based on the issue

Severity 5: as agreed based on the issue

Penalty:

Not meeting SLA for severity 1 and 2 issue (response time, data correction or workaround time and resolution time)

Monthly payment * 1% * number of hours exceeded the SLA per issue * no of issues

Not meeting SLA for severity 3, 4 and 5 issues (response time, data correction or workaround time and resolution time)

Monthly payment * 1% * number of days exceeded the SLA per issue * no of issues

Section 03

CONDITIONS OF CONTRACT

Service Level

The contract shall at all times and in all respects be executed to the entire satisfaction of the SMIB and strictly in accordance with the Service Time Level Expectation specified. Service time levels will be agreed upon assigning work/tasks to the resource and the resource should complete the assigned work/tasks within the agreed time.

Work Location

SMIB will decide whether the resource should work remotely and on-site (24*7). Work-related equipment will be provided by SMIB, if the resource is working on-site. The primary work location shall be the SMIB head office and if there is a requirement resource should be willing to work at SMIB DR center – Gampaha or any other branch location.

Payments

The price quoted under this should remain the same during the tenure of this contract.

Payments would be made after signing the agreement and after the commencement of work. At the end of each month, the vendor should provide a list of tasks/activities completed, in order to proceed with the payment.

In the event that the service provider fails to meet the said service level penalty herein shall be deducted from the payment accordingly.

There will not be any other payments from SMIB apart from the pricing provided in the bid.

Penalty

If the vendor fails to meet the agreed Service Level Agreement (SLA) conditions, penalty shall be applicable as stated in each work scope under Section 02 / DESCRIPTION OF THE SERVICES.

Termination

This contract may be terminated by either party by providing a written notice not less than two months prior to the intended termination date.

Service Providers Personal

The vendor shall ensure that only qualified and experienced personnel are employed for the execution of the work scope. The vendor's staff must possess the necessary certifications, skills, and expertise relevant to the tasks they are assigned. The vendor agrees to replace any staff member who is not competent in carrying out the given work scope, if requested by SMIB. In such cases, the vendor must have equally qualified and experienced personnel available to replace the staff member immediately.

The supplier shall ensure that their employees carry out whatever instructions given by the officials of the SMIB on matters concerning the contract.

If the resource person/s allocated for by the vendor fails to deliver the expected services in a satisfactory manner a replacement shall be provided in the next working day, upon request of the SMIB.

This contract shall be terminated if the service provider's personnel involves in frauds, unethical practices and

Involvement in any acts that damage the image of the SMIB. If provided resources are involved in any financial fraud, the total loss should be borne by the service provider.

If there is a requirement to work additional hours or days, service provider's personnel should be willing to work as needed to complete the work scope or allocate more personnel to meet service deadlines.

Confidentiality

This contract may be terminated by either party by providing a written notice not less than two months prior to the intended termination date.

Subcontracting

Neither the full order nor any part of it shall be assigned or sublet without the written authority of the General Manager of the SMIB.

General

In the event of a failure or default on the part of the supplier to execute the order at the time required by the SMIB, The SMIB 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 SMIB sustains in consequence of such failure or default.

The SMIB shall not in any way or to any extent whatsoever be liable for any damages or expenses that may be incurred by the vendor as a result of interruption of the deliveries or cancellation of the order due to any hindrance or cause whatsoever.

The Supplier shall execute the order within one week from the date of issuance of purchase order / Letter of award.

The vendor may provide prices for all services or for a particular service/services. SMIB may consider getting all services from a single bidder or different services from multiple vendors.

Agreed

Name and Address of the bidder:

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.....

Date

Signature of the bidder

Section 04
BID SUBMISSION FORMS

FORM 01

(To be printed on bidder's letterhead)

[date]

To: Chairman,
Procurement Committee
State Mortgage & Investment Bank
No 269, Galle Road
Colombo 03

Having examined the bidding documents, we offer to provide the Outsourcing Managed Services for SMIB Core Banking System in accordance with the Conditions of Contract/ Order, SMIB'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:
Contact Information:

QUALIFICATION INFORMATION

FORM 2

Note - *The information to be filled in by bidders in the following pages will be used for the purposes of bid evaluation as described in the Instructions to Bidders. Attach additional pages as necessary.*

for primary evaluation.

	Evaluation criteria	Bank's Requirement to evaluate	Vendor's Remarks/ Reference to the attachment
01	Bidder shall be an incorporated registered Company in Sri Lanka	Certified copy of business registration, form 40/20	
02	Bidder should not be 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.	A self-declaration must be provided.	
03	Bid Security	The vendor must submit an original bid security as outlined in the Instructions to Bidders.	
04	Bidder should have managed services engagement running with another bank or financial institution at the time of bid closing date	Reference customer name, address, and nature of the service must be provided	
05	The vendor's staff must possess the necessary certifications, skills, and expertise relevant to the tasks they are assigned.	cv's of the vendors staff who are wish to allocated to the SMIB	

For detailed evaluation.

01	Contingency/ disaster recovery plan	The vendor must have a well-outlined strategy to ensure the continuation of operations in the event of a disruption or disaster. Documentation evidence of this strategy, including a Business Continuity Plan (BCP), must be provided.	
02	Competence of experienced staff and availability of resources	The vendor must provide a detailed list of names along with their experience/qualification in relation to each outsourcing service requirement.	
03	Financial stability	The vendor must provide audited financial statements for the last three years.	

Authorized Signature of the Bidder

SCHEDULE OF BIDDING PRICES

FORM 03

- a) The vendor shall submit the quotation using the following format, solely in Sri Lankan Rupees.
- b) Alternative offers shall not be considered. The vendors are advised not to quote different options for the same item but furnish the most competitive among the options available to the bidder.
- c) The applicable VAT/Taxes shall be indicated separately.
- d) The below prices quoted by the vendor shall be fixed during the vendor's performance of the contract and not subject to variation on any account. The quotations submitted with conditions affecting the price shall be treated as non-responsive and may be rejected.
- e) Any discount offered against any single item in the price schedule shall be included in the unit price of the item. However, a Bidder wishes to offer discount as a lot the bidder may do so by indicating such amounts appropriately.
- f) No payment whatsoever will be made in advance before execution of the order.
- g) Quotation shall be rejected;
 - If the Bidder offer more than one offer.
 - If submit conditional offer.
 - If alterations are not authenticated by full signature.
- h) An all-inclusive **price** for each service must be provided considering the service requirement.

No	Service required	Price per month without TAX	Taxes	Remarks
1	End of Day Operations			
No	Service required	Price per month, per resource without TAX	Taxes	Remarks
2	Software Engineer			
3	Application Support Engineer			

Authorized signature of the bidder

Annexure 01

Bid Security

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

Beneficiary: **General Manager/ CEO, 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 "procurement of managed services required for the Core Banking System of the 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. _____

[Signature of authorized representative/s]