THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA

MINISTRY OF PLANTATION INDUSTRIES

RUBBER RESEARCH INSTITUTE OF SRI LANKA

STANDARD BIDDING DOCUMENT

[NATIONAL SHOPPING]

COMPUTER HARDWARE MAINTENANCE

RRISL/PRO/AVU/2023 (01)

MINISTRY OF PLANTATION

**STATE MINISTRY OF COMPANY ESTATE
REFORMS, TEA AND RUBBER ESTATE RELATED
CROPS CULTIVATION AND FACTORIES
MODERNIZATION AND TEA AND RUBBER EXPORT PROMOTION**

RUBBER RESEARCH INSTITUTE OF SRI LANKA

PROCUREMENT NOTICE

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Computer Hardware Maintenance Service

1. Chairman of the Departmental Procurement Committee (Minor) of Rubber Research Institute of Sri Lanka invites sealed bids from eligible and qualified bidders for the above procurement.

2. Bidding will be conducted through National Shopping Method.

3. Interested bidders may obtain further information from Network Administrator , Rubber Research Institute of Sri Lanka, Dartonfield, Agalawatte (Telephone: 034-2247426 / 2247383) and inspect the location and bidding documents free of charge at the same address from 9.00 am to 3.00 pm on any working day from 20.01.2023 to 02.02.2023

4. A complete set of Bidding Documents in English language may be purchased by interested bidders on submission of a written application to the Chairman, Department Procurement Committee Rubber Research Institute of Sri Lanka, Dartonfield, Agalawatta from 9.00 am to 3.00 pm on any working day from 20.01.2023 to 02.02.2023 upon payment of a non-refundable fee (cash or pay order) as mentioned.

5. All bids must be accompanied by bid security in cash or form of a bank guarantee, issued by a commercial bank operating in Sri Lanka approved by the Central Bank of Sri Lanka.

6. Duly completed original bids should be delivered marked as "Original" and enclosed in one envelope marked with the caption "**Computer Hardware Maintenance**" on the left side of the envelop should be forwarded to Rubber Research Institute of Sri Lanka, Dartonfield, Agalawatte on registered post or should be placed in to a box available at the same address on or before 02.00 pm on **03.02.2023** Late bids will be rejected. Bids will be opened soon after closing with the presence of the bidders or their representatives at the same address.

Chairman
Departmental Procurement Committee (Minor)
Rubber Research Institute of Sri Lanka
Dartonfield, Agalawatte
20.01.2023

SCOPE OF WORK AND SERVICE LEVELS

1. Annual Maintenance Agreement (AMA) shall be valid for a period of one (01) year with effect from the date on which it is accepted by both parties.

2. Bidders are advised to offer prices separately under the **categories of Labour only** and **Labour & Spare parts (Comprehensive)**.

3. Onsite troubleshooting, repairing (Hardware & Software) & preventive maintenance services in respect of Desktop Computers listed **annexure 2** will be covered by this Agreement. **This includes System Unit, LED Monitor, Keyboard, Mouse and Uninterrupted Power Supply Unit (UPS) connected with each Desktop Computer.**

4. Disk cleanup & Defragmentation, updating the licensed operating system, updating the firmware on the computer systems, reinstallation of device drivers, troubleshooting the connectivity issues with other devices (Printers & Scanners) connected to computer systems and troubleshooting all types of UPS related issues will be done by the service provider as required under the agreement.

5. Installing, activating & updating the virus guards on the computer systems using license key given by the RRISL & cleaning the virus will be done by the service provider.

6. **Under the category of Comprehensive (Labour & Spare parts)**, Annual Maintenance Agreement (AMA) will provide the replacement of all defective parts and reinstallation of operating system & other software at free of charge. Also, when necessary, data will be restored to the appropriate media provided by RRISL. Furthermore, backup unit with the same or higher configuration & specifications will be provided if it takes longer than the agreed.

7. **Under the category of Labour only,** Annual Maintenance Agreement (AMA) will provide the reinstallation of operating system and reinstallation of other software need to be reinstalled, at free of charge. if any spare parts need to be replaced, it will be done after obtaining the approval of RRISL for the relevant estimate. If any equipment is identified to be "beyond economical repair", technical recommendation is required. Also, when necessary, data will be restored to the appropriate media provided by RRISL.

8. There will be no limit placed on the number of faults logged by RRISL during the duration of the Annual Maintenance Agreement (AMA).

9. All faults / breakdowns will be logged on designated hotline telephone numbers or email address. Also, all calls logged will be allocated a unique reference number.

10. Service provider shall promptly respond to service requests from Network Administrator of RRISL and take necessary steps to ensure that the fault / breakdown is rectified within specific period from the time of notification.

11. Three (03) routine preventive maintenance services should be conducted by the service provider during the duration of the Annual Maintenance Agreement (AMA).

12. Out of the two categories mentioned above, whichever category the tender is awarded under, the respective service provider is bound to perform the tasks described in Nos. 1, 3, 4, 5, 8, 9, 10 and 11 in the same manner.

13. Service Response Time (From the time of receiving the support request)

Location	Response Time
Rubber Research Institute, Dartonfield, Agalawatte	Same day
Rubber Research Institute, Nivithigalakele Substation, Matugama	Same day
Rubber Research Institute, Telawala Road, Ratmalana	Within 06 Hours
Rubber Research Institute, Kuruwita Substation, Ratnapura	Same day or Next business day
Rubber Research Institute, Narampola Estate, Nungamuwa, Polgahawela	Same day or Next business day
Regional Advisory Office, Kegalle	
Regional Advisory Office, Kiriella	

No.	Brand Name	Model	Service Tag / Serial No.	Price (Rs.)	
				Labor Only	Labor & Spare Parts
1.	DELL	Optiplex 390	DJ3L92S		
2.	DELL	Optiplex 390	FK3L92S		
3.	DELL	Vostro 3902	78HS252		
4.	DELL	Vostro 3668	F75V2L2		
5.	DELL	Vostro	8BM0QM2		
6.	DELL	Optiplex 390	41P4B2S		
7.	DELL	Vostro 260	JHVVD2S		
8.	DELL	Optiplex 390	DYN4B2S		
9.	DELL	Vostro 260	9GVVD2S		
10.	DELL	Optiplex 3020	J00GW22		
11.	Assembled	-	RRI/DF/CA/CPN/COM05		
12.	HP	HP Pro G2	4CE9271D3D		
13.	DELL	Optiplex 390	5PD4B2S		
14.	DELL	Vostro 3668	J9V2YC2		
15.	DELL	Optiplex 390	9PD4B2S		
16.	DELL	Optiplex 3020	9K1GW22		
17.	DELL	Vostro 3650	HG5DH62		
18.	DELL	Vostro 3668	GSXT7N2		
19.	DELL	Vostro	49NZPM2		
20.	HP	HP Pro G2	8CG84120VC		
21.	DELL	Vostro 260	7GVVD2S		
22.	DELL	Vostro 3668	GWTP7N2		
23.	DELL	Optiplex 3020	38Y8T92		

24.	COLORSit	Assembled	P0887		
25.	DELL	Optiplex 390	FZN4B2S		
26.	DELL	Vostro 260	21FDD2S		
27.	DELL	Vostro 260	5HVVD2S		
28.	DELL	Vostro 260	6HVVD2S		
29.	DELL	Optiplex 3020	GZZFW22		
30.	DELL	Vostro 3650	HG5K7C2		
31.	DELL	Vostro 3668	J9R8YC2		
32.	DELL	Vostro 3668	J9V3YC2		
33.	ACER	VERITON M2632	DTVLVSG02460300V829600		
34.	DELL	Vostro 260	JWCDD2S		
35.	DELL	Vostro 260	3ZDDD2S		
36.	DELL	Vostro 3668	J9Q4TF2		
37.	ACER	VERITON M2631	DTVK75G01642801CA19600		
38.	DELL	Vostro 260	2ZCDD2S		
39.	ACER	VERITON M2632	DTVLVSG02460300B709600		
40.	DELL	Optiplex 3020	5VZFW22		
41.	DELL	Optiplex 3020	6H1GW22		
42.	HP	HP Pro G2	4CE9271D5M		
43.	DELL	Optiplex 3020	G90GW22		
44.	DELL	Optiplex 3020	JPZFW22		
45.	DELL	Optiplex 3020	8F1GW22		

46.	DELL	Optiplex 3020	HF1GW22		
47.	DELL	Vostro 3902	1H1GW22		
48.	DELL	Vostro 3902	8Z2XY42		
49.	DELL	Vostro 3902	D6GS252		
50.	DELL	Vostro 3902	DY2XY42		
51.	DELL	Vostro 3650	HG51V72		
52.	DELL	Vostro 3650	HG7V992		
53.	DELL	Vostro 3650	HG90B92		
54.	DELL	Vostro 3650	HG98T92		
55.	DELL	Vostro 3668	J9RY992		
56.	DELL	Vostro 3668	J9T3VG2		
57.	DELL	Vostro 3668	J9T6T92		
58.	DELL	Vostro 3668	J9TG8F2		
59.	DELL	Vostro 3668	GWZS7N2		
60.	HP	HP Pro G2	8CG84120VN		
61.	DELL	Optiplex 390	GND4B2S		
62.	DELL	Vostro 260	8XDDD2S		
63.	DELL	Vostro 3668	GWZN7N2		
64.	DELL	Optiplex 3020	580GW22		
65.	DELL	Vostro 3668	J9RDH62		
66.	DELL	Optiplex 3020	CF1GW22		
67.	DELL	Vostro 3668	GW2S7N2		
68.	DELL	Vostro 3902	H7GS252		
69.	DELL	Vostro 3668	J9S70J2		

70.	DELL	Vostro 3668	GSPP7N2		
71.	DELL	Vostro 3668	GSYP7N2		
72.	DELL	Vostro 260	CHVVD2S		
73.	DELL	Vostro 3650	HGBP7C2		
74.	DELL	Vostro 3668	GSXM7N2		
75.	HP	HP Pro Desk	SGH627TRFJ		
76.	HP	HP Pro Desk	SGH446RJJB		
77.	HP	HP Pro G2	4CE9271D8N		
78.	DELL	Vostro 3668	GWPP7N2		
79.	DELL	Vostro 3668	J9RG8F2		
80.	DELL	Vostro 260	Vostro 260		
81.	DELL	Vostro 3668	J9RZKG2		
82.	HP	HP Pro G2	4CE9271D6C		
83.	DELL	Vostro 3668	GSSP7N2		
84.	DELL	Vostro 3668	GW9T7N2		
85.	DELL	Optiplex 3020	8K1GW22		
86.	DELL	Vostro 3650	HG4J7C2		
87.	DELL	Vostro 3668	GW4R7N2		
88.	DELL	Optiplex 390	C1P4B2S		
89.	DELL	Vostro 260	BSJ5C2S		
90.	DELL	Vostro 3902	3LJS252		
91.	DELL	Vostro 3668	GWJS7N2		
92.	HP	HP Pro G2	8CG84120V7		
93.	DELL	Optiplex 390	BZN4B2S		

94.	DELL	Vostro 260	CRJ5C2S		
95.	DELL	Optiplex 3020	JH1GW22		
96.	DELL	Vostro 3902	2PJS252		
97.	HP	HP Pro	SGH302P570		
98.	Lenovo		PC0HPJAH		
99.	IBM		L3C3665		
100	DELL	Vostro 260	HWCDD2S		
101	DELL	Vostro 3668	GWGN7N2		
102	HP	HP Pro G2	4CE9271D0M		
103	DELL	Optiplex 390	CYN4B2S		
104	DELL	Vostro 3650	HG9HS62		
105	DELL	Vostro 3902	BSJS252		
106	DELL	Vostro 3668	GW7R7N2		
107	DELL	Vostro 3670	6DKOR13		
108	DELL	Optiplex 7060	7G22WV2		
109	DELL	Vostro 260	6XDDD2S		
110	DELL	Vostro 3668	J9TYT72		
111	DELL	Optiplex 3020	D30GW22		
112	DELL	Vostro 3650	HGFT992		
113	DELL	Vostro 260	9FVVD2S		
114	DELL	Optiplex 390	7PD4B2S		
115	DELL	Vostro 3650	HGF5V72		
116	DELL	Vostro 3650	HGFJH62		
117	DELL	Vostro 3668	J9TV992		

Total bid amount in words: ....

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Bidder's Name: ....

Address: ....

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Telephone Number: ……………………………………………………………………

E-mail Address: ……………………………………………………………………

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            Date   Signature

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