



**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/2024 (10)**



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**

**Computer Hardware Maintenance**

1. Chairman of the Departmental Procurement Committee (Minor) of Rubber Research Institute of Sri Lanka invites separate 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, Agalawatta** (Telephone: 034-2247426/2247383) from 9.00 am to 3.00 pm on any working day from 09.10.2024 to 23.10.2024.
4. All bids must be accompanied by bid security of Rs. 2,500.00 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.
5. 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 the address given below on registered/speed/courier post or should be placed in to a box available at the same address on or before 10.30 am on 24.10.2024 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,  
Department Procurement Committee (Minor)  
Rubber Research Institute of Sri Lanka  
Dartonfield, Agalawatta.**

09.10.2024

## Annual Maintenance Agreement for Computer Hardware – 2024 / 2025

### SCOPE OF WORK AND SERVICE LEVELS - ANNEXURE 1

1. Annual Maintenance Agreement 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 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.
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.

**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)**

<b>Location</b>	<b>Response Time</b>
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	

14. The Bidder shall submit with its bid the following additional documents:

1. Company profile showing business references (major corporate clients/ contract details, complete contact details (name, telephone number and email address))
2. Documentary evidence for the past experience on similar contracts in the past five (05) years.
3. Technical staff (both in management positions and those in operations) with relevant qualifications and experience.
4. Copy of Business Registration

No.	Location	Brand Name	Model	Service Tag / Serial No.
1	Agalawatte (BM)	DELL	Optiplex 390	DJ3L92S
2	Agalawatte (BM)	DELL	Optiplex 390	FK3L92S
3	Agalawatte (BM)	DELL	Vostro 3902	78HS252
4	Agalawatte (BM)	DELL	Vostro 3668	F75V2L2
5	Agalawatte (AEU)	DELL	Vostro	8BM0QM2
6	Agalawatte (PS)	DELL	Optiplex 390	41P4B2S
7	Agalawatte (PS)	DELL	Vostro 260	JHVVD2S
8	Agalawatte (SPN)	DELL	Optiplex 390	DYN4B2S
9	Agalawatte (SPN)	DELL	Vostro 260	9GVVD2S
10	Agalawatte (SPN)	DELL	Optiplex 3020	J00GW22
11	Agalawatte (SPN)	HP	HP Pro G2	4CE1082KZ5
12	Agalawatte (ARU)	DELL	Optiplex 390	5PD4B2S
13	Agalawatte (ARU)	DELL	Vostro 3668	J9V2YC2
14	Agalawatte (ARU)	HP	HP Pro G2	4CE1082KYD
15	Agalawatte (BC)	DELL	Optiplex 390	9PD4B2S
16	Agalawatte (BC)	DELL	Optiplex 3020	9K1GW22
17	Agalawatte (BC)	DELL	Vostro 3650	HG5DH62
18	Agalawatte (BC)	DELL	Vostro 3668	GSXT7N2
19	Agalawatte (BC)	DELL	Vostro	49NZPM2
20	Agalawatte (BC)	HP	HP Pro G2	8CG84120VC
21	Agalawatte (PPMB)	DELL	Vostro 260	7GVVD2S
22	Agalawatte (PPMB)	DELL	Vostro 3668	GWTP7N2

23	Agalawatte (PPMB)	DELL	Optiplex 3020	38Y8T92
24	Agalawatte (PPMB - Microscope)	COLORSit	Assembled	P0887
25	Agalawatte (Admin)	DELL	Optiplex 390	FZN4B2S
26	Agalawatte (Admin)	DELL	Vostro 260	21FDD2S
27	Agalawatte (Admin)	DELL	Vostro 260	5HVVD2S
28	Agalawatte (Admin)	DELL	Vostro 260	6HVVD2S
29	Agalawatte (Admin)	DELL	Optiplex 3020	GZZFW22
30	Agalawatte (Admin)	DELL	Vostro 3650	HG5K7C2
31	Agalawatte (Admin)	DELL	Vostro 3668	J9R8YC2
32	Agalawatte (Admin)	DELL	Vostro 3668	J9V3YC2
33	Agalawatte (Admin)	ACER	VERITON M2632	DTVLVSG02460300V829600
34	Agalawatte (Admin) - DDA	DELL	Vostro 260	JWCDD2S
35	Agalawatte (Admin) - Director	DELL	Vostro 260	3ZDDD2S
36	Agalawatte (Admin) - Add. Director	DELL	Vostro 3668	J9Q4TF2
37	Agalawatte (Admin) - DDRB	ACER	VERITON M2631	DTVK75G01642801CA19600
38	Agalawatte (Admin) - DDRB	DELL	Vostro 260	2ZCDD2S
39	Agalawatte (Admin) - Reception	ACER	VERITON M2632	DTVLVSG02460300B709600
40	Agalawatte (Library)	DELL	Optiplex 3020	5VZFW22
41	Agalawatte (Library)	DELL	Optiplex 3020	6H1GW22
42	Agalawatte (Library)	HP	HP Pro G2	4CE9271D5M
43	Agalawatte (Accounts)	DELL	Optiplex 3020	G90GW22
44	Agalawatte (Accounts)	DELL	Optiplex 3020	JPZFW22

45	Agalawatte (Accounts)	DELL	Optiplex 3020	8F1GW22
46	Agalawatte (Accounts)	DELL	Optiplex 3020	HF1GW22
47	Agalawatte (Accounts)	DELL	Vostro 3902	1H1GW22
48	Agalawatte (Accounts)	DELL	Vostro 3902	8Z2XY42
49	Agalawatte (Accounts)	DELL	Vostro 3902	D6GS252
50	Agalawatte (Accounts)	DELL	Vostro 3902	DY2XY42
51	Agalawatte (Accounts)	DELL	Vostro 3650	HG51V72
52	Agalawatte (Accounts)	DELL	Vostro 3650	HG7V992
53	Agalawatte (Accounts)	DELL	Vostro 3650	HG90B92
54	Agalawatte (Accounts)	DELL	Vostro 3650	HG98T92
55	Agalawatte (Accounts)	DELL	Vostro 3668	J9RY992
56	Agalawatte (Accounts)	DELL	Vostro 3668	J9T3VG2
57	Agalawatte (Accounts)	DELL	Vostro 3668	J9T6T92
58	Agalawatte (Accounts)	DELL	Vostro 3668	J9TG8F2
59	Agalawatte (Accounts)	DELL	Vostro 3668	GWZS7N2
60	Agalawatte (Accounts)	HP	HP Pro G2	8CG84120VN
61	Agalawatte (WS)	DELL	Optiplex 390	GND4B2S
62	Agalawatte (WS)	DELL	Vostro 260	8XDDD2S
63	Agalawatte (WS)	DELL	Vostro 3668	GWZN7N2
64	Agalawatte (Stores)	DELL	Optiplex 3020	580GW22
65	Agalawatte (Stores)	DELL	Vostro 3668	J9RDH62
66	Agalawatte (IA)	DELL	Optiplex 3020	CF1GW22
67	Agalawatte (IA)	DELL	Vostro 3668	GW2S7N2
68	Agalawatte (Estate Office)	DELL	Vostro 3902	H7GS252

69	Agalawatte (Estate Office)	DELL	Vostro 3668	J9S70J2
70	Agalawatte (Estate Office)	DELL	Vostro 3668	GSPP7N2
71	Agalawatte (Rubber Factory)	DELL	Vostro 3668	GSYP7N2
72	Matugama (G & PB)	DELL	Vostro 260	CHVVD2S
73	Matugama (G & PB)	DELL	Vostro 3650	HGBP7C2
74	Matugama (G & PB)	DELL	Vostro 3668	GSXM7N2
75	Matugama (G & PB)	HP	HP Pro Desk	SGH627TRFJ
76	Matugama (G & PB)	HP	HP Pro Desk	SGH446RJJB
77	Matugama (G & PB)	HP	HP Pro G2	4CE9271D8N
78	Matugama (Training Centre)	DELL	Vostro 3668	GWPP7N2
79	Matugama (ASD Office)	DELL	Vostro 3668	J9RG8F2
80	Ratmalana (Admin)	DELL	Vostro 260	HZDDD2S
81	Ratmalana (Admin)	DELL	Vostro 3668	J9RZKG2
82	Ratmalana (Admin)	HP	HP Pro G2	4CE9271D6C
83	Ratmalana (Admin) - Reception	DELL	Vostro 3668	GSSP7N2
84	Ratmalana (Admin) - Stores	DELL	Vostro 3668	GW9T7N2
85	Ratmalana (Board Office)	DELL	Optiplex 3020	8K1GW22
86	Ratmalana (Board Office)	DELL	Vostro 3650	HG4J7C2
87	Ratmalana (Board Office)	DELL	Vostro 3668	GW4R7N2
88	Ratmalana (ASD)	DELL	Optiplex 390	C1P4B2S
89	Ratmalana (ASD)	DELL	Vostro 260	BSJ5C2S
90	Ratmalana (ASD)	DELL	Vostro 3902	3LJS252
91	Ratmalana (ASD)	DELL	Vostro 3668	GWJS7N2
92	Ratmalana (ASD)	HP	HP Pro G2	8CG84120V7



93	Ratmalana (PC)	DELL	Optiplex 390	BZN4B2S
94	Ratmalana (PC)	DELL	Vostro 260	CRJ5C2S
95	Ratmalana (PC)	DELL	Optiplex 3020	JH1GW22
96	Ratmalana (PC)	HP	HP Probook 400 G4 MT	SGH748TXPW
97	Ratmalana (PC)	HP	HP Compaq 6200 Pro	SGH139Q027
98	Ratmalana (RTD)	DELL	Vostro 3902	2PJS252
99	Ratmalana (RTD)	HP	HP Pro	SGH302P570
100	Ratmalana (RTD)	Lenovo		PC0HPJAH
101	Ratmalana (RRCA)	DELL	Vostro 260	HWCD2S
102	Ratmalana (RRCA) – Reception Area	DELL	Vostro 3668	GWGN7N2
103	Ratmalana (RRCA)	HP	HP Pro G2	4CE9271D0M
104	Ratmalana (RRPD & CE)	DELL	Optiplex 390	CYN4B2S
105	Ratmalana (RRPD & CE)	DELL	Vostro 3650	HG9HS62
106	Ratmalana (RRPD & CE)	DELL	Vostro 3902	BSJS252
107	Ratmalana (RRPD & CE)	DELL	Vostro 3668	GW7R7N2
108	Ratmalana (Tyre Centre)	DELL	Vostro 3670	6DKOR13
109	Ratmalana (Tyre Centre)	DELL	Optiplex 7060	7G22WV2
110	Ratmalana (DDRT)	DELL	Vostro 260	6XDDD2S
111	Ratmalana (DDRT)	DELL	Vostro 3668	J9TYT72
112	Ratmalana (Library)	DELL	Vostro 3888	D6CDWC3
113	Kuruwita (G&PB)	DELL	Vostro 3650	HGFT992
114	Kuruwita (Estate Office)	DELL	Vostro 260	9FVVD2S
115	Polgahawela (ARU)	DELL	Optiplex 390	7PD4B2S
116	Kiriella (ASD Office)	DELL	Vostro 3650	HGF5V72

117	Kegalle (ASD Office)	DELL	Vostro 3650	HGFJH62
118	Kegalle (ASD Office)	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

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Signature