FISCAL MANAGEMENT EFFICIENCY PROJECT

Ministry of Finance, Planning and Economic Development

BIDDING DOCUMENT (VOLUME 02)

National Competitive Bidding (NCB)

Procurement of Microsoft Premier Services for SQL Server Database Software

IFB No: MOF/FMEP/NCB/GOODS/2025/01

02nd November 2025

Contents

Ministry of Finance, Planning and Economic Development

FISCAL MANAGEMENT EFFICIENCY PROJECT
Invitation for Bids (IFB)

Procurement of Microsoft Premier Services for SQL Server Database Software

IFB No: MOF/FMEP/NCB/GOODS/2025/01

1. The **Chairman**, **Project Procurement Committee** on behalf of the **Fiscal Management Efficiency Project (FMEP) of the Ministry of Finance, Planning and Economic Development,** now invites sealed bids from eligible and qualified bidders for the **Procurement of Microsoft Premier Services for SQL Server Database Software, Ministry of Finance, Planning and Economic Development** as specified in the Bidding Document. Delivery period for the premier support: **Within two (2) weeks** from the Date of Awarding the **Premier Support services** for the period of **One (01) year.**

2. Bidders must meet the following minimum qualification criteria:

   - The bidder must be an accredited agent or authorized representative of the manufacturer to submit bids on behalf of the manufacturer,
   - Minimum average annual turnover of **LKR 50 million** calculated as total certified payments received for the contracts in progress or completed, within the last 3 years. (2022/2023, 2023/2024 & 2024/2025 financial years)
   - The bidder must demonstrate access to or availability of liquid assets not less than Sri Lanka Rupees Ten Million (**LKR 10 Million**) or equivalent, and net of the bidder's other commitments for this project.

3. Bidding will be conducted through the **National Competitive Bidding (NCB)** procedures specified in the **National Procurement Guidelines**, and are opened to all eligible bidders as defined in the Guidelines.

4. The Bidding Documents will be issued **from 03rd November 2025 to 24th November 2025**, on working days, **between 9:30 a.m. and 3:00 p.m.**

   Interested eligible bidders could obtain further information from **Ms. H.G. Nandani, Deputy Director, Department of State Accounts** Mob: 0703197122, Tel : +94112484765, Electronic mail address: nandani.hg@sad.treasury.gov.lk from 0900hrs to1600hrs in working days, Commencing from **03rd November 2025 to 24th November 2025**. Bidding document is also available on Department of State Accounts Website (https://www.treasury.gov.lk/web/department-of-state-accounts/section/department-of-state-accounts) **only for inspection purposes**.

A **Pre-Bid Meeting**, which representative of potential bidders may attend, with a proper authorized letter will be held at **2:00 p.m. on 14th November 2025** in **Room No. 110, 1st Floor, Department of State Accounts, Old Building, Ministry of Finance premises**.

5. A complete set of Bidding Documents in English can be purchased by interested Bidders on the submission of a written application on a business letterhead, and upon payment of a non-refundable fee of LKR **10,000.00.** The payment shall be made **in cash** to the **Shroff, FMEP**, located on the **2nd Floor of the new building at the Ministry of Finance premises**, between **9:30 a.m. and 3:00 p.m.** on working days until 24th November 2025.

6. Bids must be delivered to the address below **by hand or by registered post on or before 2:00 p.m. on 25th November 2025**. The name of the bid shall be clearly written on the top left-hand corner of the envelope. **Late bids will be rejected**. Bids will be opened **soon after the closing time**, in the presence of the bidders' representatives attend, at **2:00 p.m. on 25th November 2025** in **Room No. 110, 01st Floor, Department of State Accounts, Old Building, Ministry of Finance premises**.

   All bids must be accompanied by a **Bid Security** in the amount of **Sri Lankan Rupees Five Hundred Thousand (LKR 500,000.00)**, issued by a **Commercial Bank operating in Sri Lanka registered under the Central Bank of Sri Lanka.**

   The **FMEP Project will not be responsible** for any **delay or loss** of bids sent by post.

   Chairman,
   Project Procurement Committee,
   Fiscal Management Efficiency Project
   Room No: D36, Second Floor,
   Ministry of Finance, Planning and Economic Development
   The Secretariat,
   Colombo 01.
   2ndNovember 2025

Section II. Bidding Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Clause Reference	A. General
ITB 1.1	The Purchaser is: **Fiscal Management Efficiency Project** of **Ministry of Finance, Planning and Economic Development**
ITB 1.1	The name and identification number of this procurement are: **Procurement of Microsoft Premier Services for SQL Server Database Software , Ministry of Finance, Planning and Economic Development, IFB No: MOF/FMEP/NCB/GOODS/2025/01**
ITB 2.1	The source of funding is: **Government of Sri Lanka**
ITB 4.4	Foreign bidders are **not allowed** to participate in this bidding.
	B. Contents of Bidding Documents
ITB 7.1	For **Clarification of bid purposes** only, the Purchaser's address is: Attention: **Ms. H.G. Nandani, Deputy Director,** **Department of State Accounts** Mob: 0703197122, Tel : +94112484765, Electronic mail address: nandani.hg@sad.treasury.gov.lk Address: **Fiscal Management Efficiency Project** **Ministry of Finance,Planning and Economic Development** **Room No: D36** **Second Floor,** **The Secretariat,** **Colombo 01.** A **Pre-Bid Meeting**,will be held at **2:00 p.m. on 14th November 2025** in **Room No. 110, 1st Floor, Department of State Accounts, Old Building, Ministry of Finance premises.**
	C. Preparation of Bids
ITB 11.1 (e)	The Bidder shall submit the following additional documents: (i) written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB Clause 21; (ii) Documentary evidence in accordance with ITB Clause 16 establishing the Bidder's eligibility to bid; (iii) Copies of original documents defining the constitution or legal status, place of registration and principle place of business of the company, firm or partnership, etc. (iv) Details of service centers and information on service support facilities that would be provided after the warranty period. (v) The Bidder shall furnish documentary evidence to demonstrate that "The bidder must be an accredited agent or authorized representative of the manufacturer to submit bids on behalf of the manufacturer" (vi) The Bidder need to submit the CV of Microsoft SQL Server Certified database administrator

	(vii) Bidder shall submit Audited Financial Statements of the Bidder for the past three financial years of 2024/2025, 2023/2024 and 2022/2023. (viii) Bidder shall submit the Manufacturer Authorization as a Microsoft Certified Partner with valid authorization to sell and manage Microsoft Premier Services for Microsoft SQL (ix) The bidder should furnish a brief write up explaining available facilities, capacity, resource personnel and experience for the manufacturing/ maintaining and supply of the equipment within the specified time.
ITB 14.1	Add the following to ITB 14.1 The price of the service quoted Delivered Duty Paid (DDP) at the final destination given in the Schedule of Requirements. The term DDP shall be governed by the rules prescribed in the current edition of Incoterms published by the International Chamber of Commerce, Paris
ITB 14.3	The Bidder is required to quote 100% of the items indicated in the price schedule
ITB 14.4	All taxes other than VAT shall be included to the bid price
ITB 15.1	The bidder shall quote the total bid price **only** in **Sri Lankan Rupees**.
ITB 17.3	Period of time the Services are expected to be functioning **One (01) year.**
ITB 18.1 (a)	Bidder shall submit the Manufacturer Authorization as a Microsoft Certified Partner with valid authorization to sell and manage Microsoft Premier Services for Microsoft SQL
ITB 18.1 (b)	After sales service is: **required**
ITB 19.1	The bid shall be valid until: **24th February 2026**
ITB 20.1	The Bid shall include a Bid Security (issued by a bank) included in Section IV Bidding Forms.
ITB 20.2	Bid Security should be submitted through a commercial bank operating in Sri Lanka registered under the Central Bank of Sri Lanka. The amount of the Bid Security shall be: **Sri Lankan Rupees Five Hundred Thousand (LKR 500,000)** *The validity period of the bid security shall be until* **24th March , 2026**
	D. Submission and Opening of Bids

ITB 22.1	Telex, Cable, E-mail or facsimile bids **will not be accepted.**
ITB 22.2 (c)	The **Original Bid along with a soft copy in PDF format** and **one Hard Copy** of the bid shall be submitted seperately. Also the Name and number of the Bid : **Procurement of Microsoft Premier Services for SQL Server Database Software , Ministry of Finance, Planning and Economic Development IFB No: MOF/FMEP/NCB/GOODS/2025/01** should be stated in the top left hand corner of the envelopes mentioning original and copy.
ITB 23.1	For bid submission purposes, the Purchaser's address is: Attention: **Chairman, Project Procurement Committee** Address: **Fiscal Management Efficiency Project** **Ministry of Finance, Planning and Economic Development** **Room No: D36,** **Second Floor,** **The Secretariat,** **Colombo 01.** The deadline for the submission of bids is: Date: **25th November 2025** Time: **2.00 pm** In the Event of the specified date for the submission of bids, being declared a holiday for the Purchaser, the bids will be received up to the appointed time on the next working day.
ITB 26.1	The bid opening shall take place at: Address: **Room No. 110, 1st Floor,** **Department of State Accounts,** **Old Building,** **Ministry of Finance, Planning and Economic Development** **Colombo 01.** Date: **25th November 2025** Time: **2:00 p.m .**
	E. Evaluation and Comparison of Bids
ITB 34.1	Domestic preference **shall not** be a bid evaluation factor.
ITB 35.3(d)	The adjustments shall be determined using the following criteria, from amongst those set out in Section III, Evaluation and Qualification Criteria: *(a)* Deviation in Delivery schedule: **No** *(b)* Deviation in payment schedule: **No** *(c)* the cost of major replacement components, mandatory spare parts, and service: **No**
ITB 35.4	All criteria's are indicated in the Section III will be used for evaluation
ITB 35.5	**Not Applicable**

Section III. Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders. It contains the criteria that the Purchaser uses to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

1. Evaluation Criteria (ITB 35.3 (d))

The Purchaser's evaluation of a bid shall take into account, in addition to the Bid Price quoted in accordance with ITB Clause 14, one or more of the following factors as specified in ITB Sub-Clause 35.3(d), using the following criteria and methodologies.

(a) Delivery schedule
Not Applicable
(b) Deviation in payment schedule.
Not Applicable
(c) Cost of major replacement components, mandatory spare parts, and service.
Not Applicable

2. Evaluation Criteria (ITB 35.4)

Substantially responsive lowest evaluated bid

3. Multiple Contracts (ITB 35.5)

No additional factors and Select the substantially responsive lowest evaluated bid

4. Post qualification Requirements (ITB 37.2)

(A) Financial Capability
The Bidder shall furnish documentary evidence that it meets the following financial requirements:

(a) Minimum average annual turnover of **LKR 50 million** calculated as total certified payments received for contracts in progress or completed, within the last 3 years. (Bidder shall submit Audited financial statements for last 3 years of 2025/2024, 2024/2023 and 2023/2022)
(b) The bidder must demonstrate access to or availability of liquid assets not less than Sri Lanka Rupees Ten Million (LKR 10 Million) or equivalent, and net of the bidder's other commitments for this project.

(B) Experience and Technical Capacity
The Bidder shall furnish documentary evidence to demonstrate that it meets all the requirements in the Section V:Schedule of Requirements of the Bidding document.

5. Domestic Preference (ITB 34.1)

Not Applicable

Section IV. Bidding Forms

4.1 Bid Submission Form

[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date:_______________

IFB No: MOF/FMEP/NCB/GOODS/2025/01

To: **Project Director**
Fiscal Management Efficiency Project
Ministry of Finance, Planning and Economic Development
The Secretariat,
Colombo 01.

We, the undersigned, declare that:

(a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: *[insert the number and issuing date of each Addenda];*

We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements for **Procurement of Microsoft Premier Services for SQL Server Database Software, Ministry of Finance, Planning and Economic Development.**

(b) The total price of our Bid without VAT, including any discounts offered is: *[insert the total bid price in words and figures];*

(c) The total price of our Bid including VAT, and any discounts offered is: *[insert the total bid price in words and figures];*

(d) Our bid shall be valid for the period of time specified in ITB Sub-Clause 19.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 23.1, and it shall remain binding upon us and shall be accepted at any time before the expiration of that period;

(e) If our bid is accepted, we commit to obtain a performance security in accordance with ITB Clause 43 and CC Clause 17 for the due performance of the Contract;

(f) We have no conflict of interest in accordance with ITB Sub-Clause 4.2;

(g) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted by the Department of Public Finance;

(k) We understand that this bid, together with your written acceptance thereofo included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.

(l) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*
In the capacity of *[insert legal capacity of person signing the Bid Submission Form]*

Name: *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on ____________ day of __________________, _______ *[insert date of signing]*

4.2 Price Schedule

Line Item No.	SKU/Part number	Description of Goods or related services	Qty	Unit price Excluding VAT	Total Price/ Excluding VAT	Discounted Total price/ Excluding VAT	Amount VAT	Total Price Including VAT
	7JQ-00314	**One (01) year Premier Support** for SQLSvrEntCore LicSAPk OLP 2Lic NL Gov CoreLic Qlfd which has been purchased for the Fiscal Management Efficiency Project (FMEP), Ministry of Finance, Planning and Economic Development on 29.12.2021.	28					

Note

Bidder shall include all the cost for the One (01) year Premier Support to the Bid price in words.

All charges with regard to the supply of spare parts, labor, travel, per diem and accommodation to supplier’s staff etc; shall be borne by the supplier during the period of 1 year contract period. The purchaser shall not pay any additional expenditure for services rendered during the 1 year period.

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4.3 Bid Guarantee

[This Bank Guarantee form shall be filled in accordance with the instructions indicated in brackets]

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

Beneficiary: Project Director
Fiscal Management Efficiency Project
Ministry of Finance, Planning and Economic Development
The Secretariat,
Colombo 01.

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 supply of *[insert name of Supplier]* under Invitation for Bids No. **IFB No: MOF/FMEP/NCB/GOODS/2025/01** ("the IFB").

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 8ujnirrevocably 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"); or
(c) having been notified of the acceptance of its Bid by the 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 (s) of authorized representative(s)]

4.4 Manufacturer's Authorization

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid, if so indicated in the BDS.]

Date: _____________

IFB No: MOF/FMEP/NCB/GOODS/2025/01

To: **Project Director**
Fiscal Management Efficiency Project
Ministry of Finance, Planning and Economic Development
The Secretariat,
Colombo 01.

WHEREAS

We *[insert complete name of Manufacturer],* who are official manufacturers of *[insert type of goods manufactured],* having factories at [insert full address of Manufacturer's factories], do hereby authorize *[insert complete name of Bidder]* to submit a bid the purpose of which is to provide the following Goods, manufactured by us *[insert name and or brief description of the Goods],* and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 27 of the Conditions of Contract, with respect to the Goods offered by the above firm.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

Dated on ____________ day of __________________, _______ *[insert date of signing]*

4.5 Bidder Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: _____________

IFB No: MOF/FMEP/NCB/GOODS/2025/01

Page ________ of_ ______ pages

1. Bidder's Legal Name *[insert Bidder's legal name]*
2. In case of JV, legal name of each party: *[insert legal name of each party in JV]*
3. Bidder's actual or intended Country of Registration: *[insert actual or intended Country of Registration]*
4. Bidder's Year of Registration: *[insert Bidder's year of registration]*
5. Bidder's Legal Address in Country of Registration: *[insert Bidder's legal address in country of registration]*
6. Bidder's Authorized Representative Information Name: *[insert Authorized Representative's name]* Address: *[insert Authorized Representative's Address]* Telephone/Fax numbers: *[insert Authorized Representative's telephone/fax numbers]* Email Address: *[insert Authorized Representative's email address]*
7. Attached are copies of original documents of: *[check the box(es) of the attached original documents]* ☐ Articles of Incorporation or Registration of firm named in 1, above, in accordance with ITB Sub-Clauses 4.1 and 4.2. ☐ In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB Sub-Clause 4.1. ☐ In case of government owned entity from the Purchaser's country, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 4.5.

4.6 Non-collusion Affidavit

Non-collusion Affidavit (Template)
(Relevant Reference to the Procurement Guidelines - 1.5)

The undersigned bidder or agent, hereby solemnly, sincerely, and truly declares and affirms/makes an oath and states as follows;

a) That he/she has not, nor has any other member, representative, or agent of the firm, company, corporation, or partnership representing him/her, entered into any combination, collusion, or similar agreement with any person in connection with the price to be bid;

b) That he/she or anyone representing him/her has not taken any step whatsoever to prevent any person from bidding, nor to induce anyone to refrain from bidding; and

c) That this bid is made without reference to any other bid and without any agreement, understanding, or combination with any other person in reference to this bid.

He/she further states that no person, firm, or corporation has received or will receive, directly or indirectly, any rebate, fee, gift, commission, or thing of value in connection with the submission of this bid.

The bidder accepts full responsibility for ensuring the absence of collusion and hereby pledges to abide by fair and ethical competition practices throughout the procurement process and fully comply with the applicable Procurement Guidelines.

I hereby affirm, under the penalties for perjury, that all statements made by me in this affidavit are true and correct.

………………………………………
Signature of the Declarant

The foregoing Affidavit having been duly read over and explained by me to the Affirmant above named and he/she having understood the contents therein and admitted to be correct, affirmed and set his/her signature hereto before me on this …. day of … at …

BEFORE ME,

………………………………………….

JUSTICE OF THE PEACE/COMMISSIONER OF OATHS

Section V. Schedule of Requirements

5.1 Scope of Work

1. Background

The Fiscal Management Efficiency Project (FMEP), has been operating Microsoft SQL Server databases for Intergrated Treasury Management Information System (ITMIS) under licenses purchased in 2021. The Software Assurance expaired on December 2023 and Microsoft Premier Support services associated with these licenses expired in December 2024. To ensure continued high availability, optimal performance, and rapid resolution of technical issues, the Department intends to procure Microsoft Premier Support services for these existing MS SQL Server Enterprise Edition 2019 licenses through an open bidding procedure.

2. Objective

To select a qualified vendor, authorized to provide Microsoft Premier Support services for MS SQL Server Enterprise Edition 2019, ensuring support is delivered directly through Microsoft and in compliance with licensing requirements.

3. Scope of Services

The selected vendor shall provide following services.

I. Facilitate the renewal of Microsoft Premier Support for the existing 28 nos of MS SQL Server Enterprise Edition 2019 licenses for one (01) year.
II. Ensure all support is delivered directly through Microsoft's Premier Support channels.
III. Provide assistance in creating and managing support cases with Microsoft.
IV. Proactive Services
   a. RAP (Risk Assessment Program) Services**:**
      - RAP as a Service
      - for MS SQL Server to identify potential risks, misconfigurations, and performance bottlenecks.
      - Periodic health checks (2 per year) to benchmark our environment against Microsoft best practices.
      - Actionable remediation plans with prioritized recommendations.
   b. MS SQL Server performance tuning and optimization reviews.
   c. Database security and compliance assessments.
   d. Upgrade and migration readiness assessments (e.g., MS SQL Server version upgrades).
   e. Capacity planning and scalability reviews.

V. Reactive Support Services
   a. 24x7 priority incident handling and problem resolution for critical issues.
   b. Dedicated Technical Account Manager for escalations and service coordination.
   c. Hotfix request and delivery when applicable.
   d. Root cause analysis (RCA) for recurring or major incidents.

VI. Training
   a. Workshops for in house IT staff on MS SQL Server best practices.
   b. Advisory sessions on high availability, clustering, replication, and disaster recovery.
   c. Training sessions on database security, encryption, and auditing.

VII. Strategic Advisory

a. Roadmap guidance for MS SQL Server versions in line with Microsoft's support lifecycle.
b. Recommendations for modernization (Cloud or on-prem optimizations).
c. Licensing advisory to ensure compliance and cost optimization.

VIII. Provide assistance in creating and managing support cases with Microsoft.

IX. A pre-bid meeting will be conducted to provide this information, and relevant MS SQL Server licenses and server details will be shared with the selected vendor for reference and support alignment

4. Vendors Eligibility Criteria

I. Microsoft Certification

a. Be a Microsoft Certified Partner with valid authorization to sell and manage Microsoft Premier Services. Authorization letter must be submitted.

II. Experience

a. Provide proof of a minimum of three (03) years' experience in delivering Microsoft SQL Server support services, including proactive and reactive support.

III. Direct Microsoft Coordination

a. Demonstrate the ability to coordinate directly with Microsoft for issue resolution, escalation, and delivery of services such as Hotfixes, RAP (Risk Assessment Program), and advisory services.

IV. Client References

a. Have a proven track record with at least three (03) government institutions or large enterprise clients where similar services have been delivered successfully.

V. Technical Expertise

a. All proposed engineers must hold Microsoft Certified: Azure Database Administrator Associate certification.
b. At least one MCSE-certified expert must be available for escalation support.
c. The bidder must submit official accredited certifications, transcripts and CVs for all resource persons proposed for the project.
d. The bidder must have a minimum of four (4) Microsoft-certified engineers/consultants covering the following areas:

- Microsoft Windows Server Operating System and Active Directory services (including MS SQL Server authentication and High Availability configuration).
- MS SQL Server and related services.
- Microsoft Cybersecurity Architect-level certification for security-related support.
- Microsoft Network Engineer-level certification for Windows Server networking and load balancing for MS SQL Server.
- Windows Server Hybrid Administrator Associate certification for Windows Server and Active Directory support.

- Each engineer must have at least three (3) years of hands-on experience in implementing Windows Server-related services.

VI. Services and Support

a. The bidder must maintain a 24 × 7 Help Desk system to record, track, and remediate technical complaint calls.
   - All complaints must be logged with date and time stamps.
   - The bidder must submit a detailed process outline of the Help Desk operations as part of the proposal.

b. The bidder must have a minimum of one (01) PMP-certified project manager**.**
   - Preference will be given to bidders with redundant project management resources to ensure continuity.

VII. Compliance and Additional Requirements

a. The bidder should preferably be an ISO/IEC 27001:2022 certified company, ensuring the security of all delivered services and support.

b. The bidder must be able to procure and provide Microsoft Premier Support for the licenses that have already been purchased.

Proof documents must be submitted for confirmation of the above mentioned vendor eligibility criteria.

5. Expected Service Deliverables

The selected vendor shall provide the following:

I. Confirmation of Premier Support Activation

Proof document of Microsoft Premier Support Services Agreement (Premier/Unified support relationship Document).

Primary legal contract between Service Provider and Microsoft.

a. Agreement number
b. Effective and expiry dates
c. Description of Services and Support Terms

II. Support and Escalation Documentation

Comprehensive documentation outlining support processes, communication channels, and escalation procedures to be followed.

III. Periodic Reporting

Regular support activity reports (on a monthly basis) summarizing incidents handled, proactive services delivered, RAP assessments conducted, and recommendations for improvement.

- Ticket volume/severity
- MTTR (Response/Resolution)
- RCA for Severity A/B incidents
- Health Assessment recommendations status

IV. Case Tracking Access

Access credentials or customer portal details enabling direct tracking of support requests and case statuses with Microsoft.

V. RAP (Risk Assessment Program) Deliverables

a. Delivery of RAP assessments for MS SQL Server, covering configuration, performance, availability, and security.
b. Comprehensive RAP results report identifying risks, misconfigurations, and best practice gaps.
c. Prioritized recommendations and remediation roadmap to address identified issues.
d. Follow-up workshops and advisory sessions to review findings and support remediation.

VI. Training and Knowledge Transfer

a. Structured five (5) days/year training (remote or on-site) for IT staff on SQL Server best practices, database security, backup and disaster recovery, and performance optimization.
b. Knowledge transfer workshops on interpreting RAP reports and implementing recommended remediation.
c. Access to Microsoft training resources and documentation as part of Software Assurance benefits.

6. Duration

The support services shall be valid for a period of **one (01) year.**

7. Service Level Agreement (SLA) Requirements

The vendor shall comply with the following minimum service levels:

I. **Critical Incidents (Severity 1):**
   a. Response Time: Within within 15 minutes
   b. Resolution/Workaround: Within 3 hours
   c. Service: 24×7 availability

II. **High Priority Incidents (Severity 2):**
   a. Response Time: Within 1 hours
   b. Resolution/Workaround: Within 8 hours
   c. Service: within Business hours + extended support on demand

III. **Medium Priority Incidents (Severity 3):**
   a. Response Time: Within 4 hours
   b. Resolution: Within 2 business days

IV. **Low Priority Incidents (Severity 4):**
   a. Response Time: Within 1 business day
   b. Resolution: Within 5 business days

V. **Penalty Clause**

Failure to meet agreed SLAs will result in **service credits or financial penalties** applied against vendor payments.
For each breach:
   a. **Critical/High Severity:** 2% of monthly support fee per incident.
   b. **Medium/Low Severity:** 1% of monthly support fee per incident.

Maximum penalty: up to 15% of the total monthly invoice.
Persistent SLA breaches (3 consecutive months or 5 cumulative breaches in a quarter) will be grounds for contract review or termination.

8. Proposal Submission Requirements

Proposals must include:

I. Company profile, Business Registration and certifications.
II. Detailed scope of services mentioned under Section 3 scope of Services.
III. Proof documents mentioned under section 4, Vendor Eligibility Criteria.
IV. Details of requirements of Service Level Agreement mentioned under Section 7.
V. Pricing breakdown (including Microsoft charges and vendor service charges).
VI. 3 verifiable references (≥15 SQL cores, within last 36 months).
VII. References from previous similar engagements. Should provide documentary evidence of minimum of 3 deployments/engagements of the solution in similar scale of organizations.

9. Evaluation Criteria

Proposals will be evaluated based on Compliance with eligibility criteria including:

I. Confirmation of direct Microsoft Premier Support delivery.
II. Technical capability and service delivery plan.
III. Experience and references on providing service.
IV. Training & Knowledge Transfer.
V. Pricing competitiveness.

5.2 Delivery Schedule

Item No	Description of Goods	Qty	Delivery Details
7JQ-00314	**One (01) year Premier Support** for SQLSvrEntCore LicSAPk OLP 2Lic NL Gov CoreLic Qlfd which has been purchased for the Fiscal Management Efficiency Project (FMEP), Ministry of Finance, Planning and Economic Development on 29.12.2021.	28	Should be delivered within 14 days from the date of awarding of the contract.

5.3 Service Cover Period / Performance requirements (SLA)

"Service Cover Period" shall be assigned to each Site and shall dictate the times during which bidder shall act upon incidents and during which incidents shall be taken into account for assessment against the service level targets as detailed in this Schedule.
Following table defines the key performance indicators for monitoring and measuring the performance of the vendor.

Category	Description / Example of the Issues
Critical	System identifies severe performance issues at the database or application level that must be rectified immediately. The entire ITMIS operation is halted, and urgent technical intervention is required to restore services.
High	A serious error causing a significant impact on the organization's operations, resulting in major productivity loss or substantial financial implications. Immediate attention and resolution are required.
Medium	An issue that affects specific functions, modules, or a subset of users but does not cause total system failure. Business operations can continue with minor limitations until the issue is resolved.
Low	Minor errors or cosmetic issues that have minimal impact on business operations and can be resolved during scheduled maintenance without urgency. Workarounds are available.

User Acceptance Testing

1. Purchaser shall perform the software compliance review to verify the conformity.

2. The vendor need to submit all documents mentioned in Section V; Schedule of Requirements before User Acceptance. After obtaining the premier service, the vendor should provide a report to the purchaser regarding the contracted services are provisioned correctly such as **The escalation, ticketing, and support mechanisms are working as agreed, MS SQL Server environment is integrated with the support service.**

Support Coverage for Premier Services

The supplier shall ensure that the Ministry of Finance receives **comprehensive Premier Support Services from Microsoft** for all previously purchased MS SQL Server licenses during the agreed support period.

- The Premier Support shall remain valid throughout the contracted period, with full access to Microsoft's escalation engineers, Technical Account Manager (TAM), and proactive support services.
- The supplier shall coordinate with Microsoft to ensure the timely application of the latest **upgrades, patches, and security releases** for the licensed software, after appropriate testing in a controlled environment.
- The supplier must submit **official confirmation from Microsoft** (or its authorized distributor) that Premier Support Services have been procured and are valid for a period of one (01) year.
- The IP shall facilitate access to Microsoft's **support portal, knowledge base, and health check services** to the MoF's nominated technical staff.

5.4 Technical Specifications

Bidders are required to mark their response/compliance against detailed technical requirements below. Failure or negative mark compliancy will be treated as a non-compliance.
[1]If the bidder has stated ‘N” in Bidder’s Offer column it is essential that bidder shall fill information of his offer against the sub-component under Remarks column. If the bidder has stated ‘Y’ in Bidder’s Offer column, the bidder has the option of providing additional information of his offer, to establish that it conforms to the specifications given. Also, it is essential that bidder provides information responses when and where the details requested in Bidder’s Offer column   (Use the following exact format when submitting compliance)

#	Description	Purchaser’s Requirements	Bidder’s Offer	Remarks
			Yes(Y)/ No(N) Remarks	
1	**Scope of Services**	i. Facilitate the renewal of Microsoft Premier Support for the existing 28 nos of SQL Server Enterprise Edition 2019 licenses for one (01) year.		
		ii. All support is delivered directly through Microsoft’s Premier Support channels.		
		iii. Provide assistance in creating and managing support cases with Microsoft.		
2	**Proactive Services**	i. RAP (Risk Assessment Program) Services**:**		
		ii. SQL Server performance tuning and optimization reviews.		
		iii. Database security and compliance assessments.		
		iv. Upgrade and migration readiness assessments (e.g., SQL Server version upgrades).		
		v. Capacity planning and scalability reviews.		
3	**Reactive Support Services**	i. 24x7 priority incident handling and problem resolution for critical issues.		
		ii. Dedicated Technical Account Manager for escalations and service coordination.		
		iii. Hotfix request and delivery when applicable.		
		iv. Root cause analysis (RCA) for recurring or major incidents.		
4	**Strategic Advisory**	i. Roadmap guidance for SQL Server versions in line with Microsoft’s support lifecycle.		
		ii. Recommendations for modernization (Cloud or on-prem optimizations).		
		iii. Licensing advisory to ensure compliance and cost optimization.		

5	**Microsoft Certification**	Microsoft Certified Partner with valid authorization to sell and manage Microsoft Premier Services. Authorization letter must be submitted		
6	**Experience**	Proof of a minimum of three (03) years' experience in delivering Microsoft SQL Server support services, including proactive and reactive support		
7	**Direct Microsoft Coordination**	The ability to coordinate directly with Microsoft for issue resolution, escalation, and delivery of services such as Hotfixes, RAP (Risk Assessment Program), and advisory services		
8	**Client References**	At least three (03) years Government Institutions or large enterprise clients where similar services have been delivered successfully		
9	**Technical Expertise**	i. All proposed engineers must hold Microsoft Certified: Azure Database Administrator Associate certification.		
		ii. At least one MCSE-certified expert must be available for escalation support.		
		iii. The bidder must submit official accredited certifications, transcripts and CVs for all resource persons proposed for the project.		
		iv. The bidder must have a minimum of four (4) Microsoft-certified engineers/consultants		
10	**Services and Support**	i. 24 × 7 Help Desk system to record, track, and remediate technical complaint calls.		
		- All complaints must be logged with date and time stamps.		
		- Detailed process outline of the Help Desk operations as part of the proposal.		
		ii. Have a minimum of one (01) PMP-certified project managers**.**		
11	**Compliance and Additional Requirements**	i. The bidder should preferably be an ISO/IEC 27001:2022 certified company, ensuring the security of all delivered services and support.		
		ii. The bidder must be able to procure and provide Microsoft Premier Support for the licenses that have already been purchased.		
12	**Confirmation of Premier Support Activation**	Official proof from Microsoft confirming activation of Premier Support services, including a detailed description of the scope of services agreed upon.		

13	**Support and Escalation Documentation**	Comprehensive documentation outlining support processes, communication channels, and escalation procedures to be followed.		
14	**Periodic Reporting**	Regular support activity reports (on a monthly basis) summarizing incidents handled, proactive services delivered, RAP assessments conducted, and recommendations for improvement.		
15	**Case Tracking Access**	Access credentials or customer portal details enabling direct tracking of support requests and case status with Microsoft.		
16	**RAP (Risk Assessment Program) Deliverables**	i. Delivery of RAP assessments for SQL Server, covering configuration, performance, availability, and security.		
		ii. Comprehensive RAP results report identifying risks, misconfigurations, and best practice gaps.		
		iii. Prioritized recommendations and remediation roadmap to address identified issues.		
		iv. Follow-up workshops and advisory sessions to review findings and support remediation.		
17	**Training and Knowledge Transfer**	i. Structured five (5) days/year training (remote or on-site) for IT staff on SQL Server best practices, database security, Auditing, encryption, high availability, clustering, replication, performance optimization, back up and disaster recovery,		
		ii. Workshops for in house IT staff on SQL Server best practices including, interpreting RAP reports and implementing recommended remediation.		
		iii. Access to Microsoft training resources and documentation as part of Software Assurance benefits.		
18	**Incident Response**			
	Critical Incidents (Severity 1)	i. Response Time: Within within 15 minutes		
		ii. Resolution/Workaround: Within 3 hours		
		iii. Service: 24×7 availability		
	High Priority Incidents (Severity 2)	i. Response Time: Within 1 hour		
		ii. Resolution/Workaround: Within 8 hours		
		iii. Service: within Business hours + extended support on demand		
	Medium Priority Incidents (Severity 3)	i. Response Time: Within 4 hours		
		ii. Resolution: Within 2 business days		

	Low Priority Incidents (Severity 4)	i. Response Time: Within 1 business day		
		ii. Resolution: Within 5 business days		
19	**Proposal Submission Requirements**	i. Company profile, Business Registration and certifications.		
		ii. Detailed scope of services mentioned under Section 3 scope of Services.		
		iii. Proof documents mentioned under section 4, Vendor Eligibility Criteria.		
		iv. Details of requirements of Service Level Agreement mentioned under Section 7.		
		v. Pricing breakdown (including Microsoft charges and vendor service charges).		
		vi. Three verifiable references including at least one public sector reference (≥15 SQL cores, within last 36 months).		
		vii. References from previous similar engagements. Should provide documentary evidence of minimum of 3 deployments/engagements of the solution in similar scale of organizations with at least 1 public sector references.		
		viii. Audited Financial Statements of last three (3) years (2024/2025, 2023/2024 & 2022/2023).		

5.5 Section VII. Contract Data

The following Contract Data shall supplement and / or amend the Conditions of Contract (CC). Whenever there is a conflict, the provisions herein shall prevail over those in the CC.

CC 1.1(h)	The Purchaser is: **Ministry of Finance, Planning and Economic Development in Sri Lanka**
CC 1.1 (l)	The Project Site/Final Destination is**: Ministry of Finance, Planning and Economic Development, The Secretariat, Colombo 01.**
CC 8.1	For **notices**, the Purchaser's address shall be: Attention: **Project Director** Address: **Fiscal Management Efficiency Project** **Ministry of Finance, Planning and Economic Development** **Room No: D36** **Second Floor,** **The Secretariat,** **Colombo 01.** Telephone: **0112484728** Facsimile number: **0112473856** Electronic mail address : **dgsa@sad.treasury.gov.lk**
CC 12.1	Details to be furnished by the Supplier are as mentioned in the Section V: 5. Expected Service Deliverables
CC 15.1	The method and conditions of payment to be made to the Supplier under this Contract shall be as follows: Payment shall be made in Sri Lanka Rupees within thirty (30) days of presentation of claim supported by a certificate from the Purchaser declaring that the services have been delivered and that all other contracted Services have been performed.
CC 17.1	A Performance Security shall be required. Amount of the Performance Security shall be **Ten percent (10%) of the Total contract Price**
CC 25.1	The inspections and tests shall be as follows: (i) The supplier shall get all the equipment's inspected and also submit guarantee/warranty certificate that the premier services conforms to lay down specifications. (ii) The acceptance test will be conducted by the Purchaser, their consultant or any other person nominated by the Purchaser at its option at the point of delivery as indicated in the Schedule of Requirements. (iii)Criteria stipulated in the **Section V. Schedule of Requirements**
CC 25.2	The Inspections and tests shall be conducted at: **Ministry of Finance, Planning and Economic Development, The Secratariat, Colombo 01, Sri Lanka**
CC 26.1	The liquidated damage shall be 1.0 % of the Total Contract Price per week
CC 26.1	The maximum amount of liquidated damages shall be 10%

CC 27	**27.3 One (01) year MS SQL Premier Support** Proposed service should be supported by the respective OEM for a minimum of one (01) year from date of acceptance. Documentation confirming OEM Warranty should be provided. **Note:** All charges with regard to the supply of spare parts, labour, travel, per diem and accommodation to supplier's staff etc; shall be borne by the supplier during the period that covers the services. Client shall not pay any additional expenditure for services rendered during the above period. **Penalty** Penalty will be imposed for each SLA violation incident in accordance with SLA agreement stipulated in the Schedule of Requirement. Total penalty amount shall be deducted from the Performance Security.