OFFICE ON MISSING PERSONS - SRI LANKA

Procurement of Service
Under
National Shopping Procedures

INVITATION OF QUOTATIONS

FOR

Procurement of
“Development of Office on Missing Persons Information Management System” (OMPIMS)

INVITATION OF QUOTATIONS

Contract NO: OMP/DAT/DB & P/023

AUGUST 2026

SECTION I. INSTRUCTIONS TO VENDORS (ITV)

A: General	
1. Scope of BID	1.1. The Purchaser named in the Data Sheet invites you to submit a Quotation for the supply of non-consultancy as specified in Section III Schedule of Requirements. Upon receipt of this invitation, you are requested to acknowledge the receipt of this invitation and your intention to submit a Quotation. The Purchaser may not consider you for inviting Quotation in the future, if you failed to acknowledge the receipt of this invitation or not submitting a Quotation after expressing the intention as above.
B: Contents of Documents	
2. Contents of Documents	2.1. The documents consist of the Sections indicated below. ● Section I. Instructions to Vendors (ITV) ● Section II. Data Sheet ● Section III. Schedule of Requirements ● Section IV. Technical Specifications and Compliance with Specifications ● Section V. quotation Submission Form and Price Schedule ● Section VI. Payment Schedule
C: Preparation of Quotations	
3. Documents Comprising your Quotations	3.1. The quotation shall comprise the following: (a) quotation Submission Form and the Price Schedules (b) Other Credentials as required by the Purchaser
4. Quotation Submission Form and Price Schedules	4.1. The Vendor shall submit the quotation Submission Form using the form furnished in Section V. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested. 4.2. 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 Vendor.
5. Prices and Discounts	5.1. Unless specifically stated in Data Sheet, all items must be priced separately in the Price Schedules. 5.2. The price to be quoted in the Quotation Submission Form shall be the total price of the Quotation, including any discounts offered. 5.3. The applicable VAT shall be indicated separately.
6. Currency	6.1. The Vendors shall quote only in Sri Lanka Rupees.
7. Documents to Establish the Conformity of the Non-Consultancy	7.1. The vendor shall furnish as part of its quotation the documentary evidence that the Non-Consultancy conform to the technical specifications and standards specified in Section IV, “Technical Specifications & Compliance with Specifications”.

	7.2. The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Non-Consultancy, demonstrating substantial responsiveness of the Non-Consultancy to the technical specifications, and if applicable, a statement of deviations and exceptions to the provisions of the Technical Specifications given. 7.3. If stated in the Data Sheet the vendor shall submit a certificate from the manufacturer to demonstrate that it has been duly authorized by the manufacturer or producer of the Non-Consultancy to supply these in Sri Lanka.
8. Period of Validity of Quotation	8.1. Quotations shall remain valid up to 1st of September 2026,
9. Format and Signing of Quotation	9.1. The Quotation shall be typed or written in **indelible** ink and shall be signed by a person duly authorized to sign on behalf of the Vendor.
D: Submission and Opening of QUOTATION	
10. Submission of Quotation	10.1. Vendors may submit their Quotations by hand or Registered Post in sealed envelopes addressed to the Purchaser bear the specific identification of the contract number. 10.2. If the Quotation is not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the Quotation.
11. Deadline for Submission of Quotation	11.1. Quotation must be received by the Purchaser at the address set out in Section II, "Data Sheet", and no later than the date and time as specified in the Data Sheet.
12. Late Quotation	12.1. The Purchaser shall reject any Quotation that arrives after the deadline for submission of Quotations, in accordance with ITV Clause 11.1 above.
13. Opening of Quotations	13.1. The Purchaser shall conduct the opening of Quotation in public at the address, date and time specified in the Data Sheet. 13.2. A representative of the Vendors may be present and mark its attendance.
E: Evaluation and Comparison of QUOTATION	
14. Clarifications	14.1. To assist in the examination, evaluation and comparison of the Quotations, the Purchaser may, at its discretion, ask any Vendors for a clarification of its Quotation. Any clarification submitted by a Vendor in respect of its Quotation which is not in response to a request by the Purchaser shall not be considered. 14.2. The Purchaser's request for clarification and the response shall be inwriting.
15. Responsiveness of Quotations	15.1. The Purchaser will determine the responsiveness of the Quotation to the documents based on the contents of the Quotation received. 15.2. If a Quotation is evaluated as not substantially responsive to the documents issued, it may be rejected by the Purchaser.

16. Evaluation of Quotation	16.1. The Purchaser shall evaluate each Quotation that has been determined, to be substantially responsive. 16.2. To evaluate a Quotation, the Purchaser may consider the following: (a) the Price as quoted; (b) price adjustment for correction of arithmetical errors; (c) price adjustment due to discounts offered. 16.3. The Purchaser's evaluation of a Quotation may require the consideration of other factors, in addition to the Price quoted if stated in Section II, Data Sheet. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Non-Consultancy.
17. Purchaser's Right to Accept any Quotation, and to Reject any or all Quotations	17.1. The Purchaser reserves the right to accept or reject any Quotation, and to annul the process and reject all Quotations at any time prior to acceptance, without thereby incurring any liability to Vendors.
F: Award of Contract	
18. Acceptance of the Quotation	18.1. The Purchaser will accept the Quotation of the Vendor whose offer has been determined to be substantially responsive lowest evaluated Quotation, for consideration of the contract award.
19. Notification of acceptance	19.1. Prior to the expiration of the period of validity of Quotation, the Purchaser will notify the successful Vendor, in writing, that its Quotation has been accepted. 19.2. The Contactor shall submit a performance security to ensure their performance of the contract as per the term and conditions of the contract prior to entering in to the agreement. **19.3. Performance Security requirement for service contract shall be ten percent (10%) of the contract value for the total contract period.** 19.4. The Performance security shall be valid for twenty- eight (28) days beyond the end of the One (01) Year contract period.
20. No Breach of Contract	20.1. The failure of a Party to fulfil any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event. 20.2. (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and 20.3. (b) has informed the other Party as soon as possible about the occurrence of such an event.

SECTION II: DATA SHEET

ITV Clause Reference	
1.1	The Purchaser is : **Chairperson** **Office on Missing Persons - Sri Lanka** **No. 40, Level 03, Buthgamuwa Road, Rajagiriya**
3	**Bid Security** Quotation Shall be accompanied by a “BID Security” of LKR 10,000 a **Refundable** cash deposit or a Bank Draft, in favors of Chairperson, Office for Missing Persons -Sri Lanka It shall be irrevocable and unconditionally encashable upon the first written Demand from the Purchaser. In case of cash deposit, the vendor shall deposit the money and attach the original of the cash receipt/General 172 along with the bid. **BID Security shall be valid up to 1st of September 2026** The following **bank details** are provided for the purpose of processing payments **Bank Name:** Bank of Ceylon **Branch:** Narahenpita **Account Name**: Office On Missing Person **Account Number:** 82830172
5.1	Vendor shall quote for all items specified in the section III (Schedule of Requirements) (Quotation Submission Form and Price Schedule)
7.3	Certified authorization and/or authorized dealer authorization letter is required from the principal.
11.1	Address for submission of Quotations is: **Chair person** **Office on Missing Persons - Sri Lanka, No. 40, Level 03, Buthgamuwa Road, Rajagiriya.** Deadline for submission of Quotations; **on or before 1st of September 2026** to the address given below Envelope containing the QUOTATION should be clearly marked **Procurement of “Development of Office on Missing Persons Information Management System” (OMPIMS) CONTRACT No: OMP/DAT/DB & P/023**
13	The Quotations shall be opened at the following address: **Office on Missing Persons - Sri Lanka, No. 40, Level 03, Buthgamuwa Road, Rajagiriya.** The Quotations shall be opened at **14th of August 2026**
16	Vendors must:

	● Vendor shall be a legally registered under the companies Act of Sri Lanka and has been in operation Minimum Seven (07) years ● The Vendor should have successfully completed a minimum of five similar project including one system maintenance / SLA within the last Five (05) years. Each project shall have a contract value of not less than LKR Five (05) Million prior to the submission of QUOTATION and should obtained Three Credentials. ● The Vendor should Prove track records and experiences Details of the above mentioned five (05) projects should be indicated in (Company Name, Project Name, Date of Completion, Duration of the Project and Contact information. i.e. Contact Number & Email ID) ● The Vendor shall demonstrate adequate financial capacity by providing evidence of an average annual turnover of not less than LKR Seven (07) Millon for the last Three (03) consecutive financial years ● The Vendor should maintain minimum Five (05) technical staff each possessing at least One (01) Year of relevant experience in providing technical support as specified in the Schedule of Requirements. ● Submit EPF/ETF compliance confirmation ● Vendors must be submitted a declaration along with their bid as per the procurement guideline 1.5. a Non-Collusion Declaration (Format is attached) ● The Vendor shall comply fully with the technical specifications without any material deviations. ● Completeness of the Bid disqualified during preliminary evaluation ● "Although procurement follows under National Shopping Procedure, technical responsiveness shall be evaluated based on experience, methodology, and team strength. Quotations lacking adequate technical capacity shall be rejected as non-responsive." ● Recommendation of the BEC will be made upon the satisfactory of the proceedings
19	● Until a formal contract is prepared and executed, the notification of award shall constitute a binding document. ● With in Seven days (7) after notification , the purchaser shall complete the agreement, and inform the vendor to sign it. ● With in seven days (7) of receipt of such information, the vendor shall sign the Agreement.
	Quotation shall include: ● Company Profile ● Certificate of Incorporation / Business Registration ● Audited Financial Statements for last Three (03) Financial years ● Proposed methodology for SLA implementation ● Technical team structure and CVs ● Risk management strategy ● Incident management procedure

SECTION III: SCHEDULE OF REQUIREMENTS

DESCRIPTION OF SERVICES

BACKGROUND

Office on Missing Persons – Sri Lanka operates a web-based information management system developed (please refer the website - **https://moj.gov.lk/ > Announcement > Procurement Notice**. The system supports operational workflows and internal administrative processes.

The objective of this procurement is to select a qualified vendor to design, develop, test, and deploy a new web-based Information Management System (OMPIMS) that meets the functional, technical, and security requirements of the Office on Missing Persons. The system shall manage missing persons cases, complaints, investigations, documents, and related workflows for OMP operations across all districts of Sri Lanka.

Proposal prerequisites

1. The Vendor shall thoroughly study and understand the existing Office on Missing Persons Information Management System (**OMPIMS**) architecture, related parameters, functional relationships in-between, platform dependencies, network segments, traffic flow rates, operational aspects, security aspects etc. before responding to this Quotation. Vendor shall validate, clarify and/or obtain additional relevant information, if any, from Office on Missing Persons so that Vendor can extensively identify technical requirements to be delivered with Vendor's solute ion
2. The Vendor's proposal shall clearly indicate their findings, parameters and assumptions used to proposed solution.
3. The Vendor holds the explicit responsibility to perform an independent and accurate sizing assessment. The result of such assessment shall be shared with the Office on Missing Persons in Vendor's proposal.
4. Vendor shall make available product knowledge articles, troubleshooting documents, admin guides, installation guides, and manuals from the beginning of the evaluation and thereafter.

SCHEDULE OF REQUIREMENTS

1. System Requirements Analysis & Software Requirement Specification (SRS)

1.1. Conduct stakeholder interviews and requirements gathering workshops with OMP officers across all functional departments.

1.2. Document functional requirements, user stories, and acceptance criteria for all system modules.

1.3. Prepare and submit the Software Requirements Specification (SRS) document for OMP approval prior to development commencement.

2. System Architecture & Database Design

2.1. Log, update, and track defects with clear reproduction steps, screenshots, and logs.

2.2. Prioritize bugs based on impact and severity and follow up until closure.

2.3. Maintain defect history for audit and reporting purposes.

3. Core Module Development

3.1. Perform daily system checks to ensure services, jobs, and integrations are running correctly.

3.2. Identify performance issues and error logs

4. User Management, Security & Role-Based Access Control

4.1. Support QA and UAT releases by validating builds and performing smoke testing.

4.2. Verify hotfixes and patches applied to resolve production issues.

4.3. Assist in rollback verification if required.

5. Investigation Management & Document Management Modules

5.1. Validate system data after fixes, migrations, or scheduled jobs.

5.2. Identify data inconsistencies caused by defects or system failures.

6. Workflow Engine & Notification System

6.1. Respond to user-reported issues and clarify system behavior or limitations.

6.2. Assist users with issue reproduction and workaround identification when applicable.

7. Reporting, Dashboard & Search Module

7.1. Update bug reports, test evidence, and system support documentation.

7.2. Maintain known issues lists and support handover notes.

8. Private AI / LLM Integration (Offline) (This is not relevant for the 1st phase)

8.1. Integrate a privately hosted LLM (e.g., Llama 3 / Mistral class model) on the dedicated Private LLM Server with no internet access, for AI-assisted similar-record search and duplicate detection.

8.2. Implement semantic search and embedding-based case similarity ranking to assist officers in identifying potential duplicate registrations or related cases.

9. Complainant Self-Service Portal

9.1. Develop a secure complainant self-service portal allowing families to track case status using an OTP-authenticated login (read-only access).

9.2. Implement multilingual support (Sinhala/ Tamil and English) for the complainant portal interface.

10. Quality Assurance, Testing & User Acceptance Testing (UAT)

10.1. Conduct comprehensive functional testing covering all modules, user roles, workflows, and edge cases.

10.2. Conduct performance load testing to validate the system supports a minimum of 100 concurrent users with API response times under 500ms.

10.3. Conduct security penetration testing and remediate all critical and high vulnerabilities prior to go-live. Provide penetration test report to OMP.

11. Data Migration from Legacy Excel System

11.1. Audit, cleanse, and validate all legacy data from existing Excel-based case records to meet the minimum quality threshold (90% completeness, 95% accuracy) before migration.

11.2. Migrate all validated legacy case data into the OMPIMS database with full field mapping and post-migration verification sign-off from OMP.

11.3. Conduct a parallel operation period of minimum two (02) weeks where both the legacy system and OMPIMS operate simultaneously to confirm data integrity before decommissioning the legacy system.

12. System Deployment & Infrastructure Configuration

12.1. Deploy the system across the five-server architecture (Proxy/Gateway, Application Server, Database and File Storage, Private LLM Server, Backup Server) as specified in the OMP Server Infrastructure Requirements v3.0.

12.2. Configure all network segments, VLAN isolation, firewall allow-lists, TLS certificates, and domain DNS as per the security architecture requirements.

12.3. Configure automated daily backup, off-site backup replication to the Backup Server, and validate restore procedures with documented RTO and RPO confirmation.

13. User Training & Documentation

13.1. Conduct role-based training sessions for all user categories: System Administrators, Supervisors, Investigation Officers, Data Entry Officers, and Legal Officers (minimum 4 hours per role group).

13.2. Produce comprehensive user manuals in Sinhala and English, quick-reference guides, and online help documentation embedded within the system.

13.3. Provide training for OMP IT staff on system administration, user management, backup procedures, and first-level troubleshooting.

14. Source Code, Documentation & Knowledge Handover

14.1. Handover full source code to the OMP-controlled repository (Git) with complete commit history, branching strategy, and CI/CD pipeline configuration.

14.2. Deliver complete technical documentation: system architecture document, database schema, API documentation, deployment guide, and infrastructure configuration guide.

14.3. Conduct a structured knowledge transfer session with OMP IT staff covering codebase structure, deployment procedures, database administration, and monitoring setup.

15. Warranty & Post-Go-Live Support (6 Months)

15.1. Provide twelve (12) months of warranty support post go-live covering critical and high severity bug fixes at no additional cost.

15.2. Provide telephone and remote support during office hours (8:30 AM - 5:30 PM, Monday - Friday) for resolution of system issues arising from the deployed system during the warranty period.

16. Change Request (CR) Management

Minor system improvements including:

- Any new features or scope changes beyond the agreed SRS shall be treated as formal Change Requests

- Each CR shall require written approval from the OMP Chairperson or designated authority before work commences
- CR effort shall be charged at the agreed man-day rate specified in the Price Schedule

In Addition:

Detailed functional requirements, system specifications, and OMP data schemas shall be shared with shortlisted vendors under a Non-Disclosure Agreement (**NDA**) prior to final submission. Unauthorized use or reproduction shall result in disqualification.

SECTION IV: Technical Specifications and Compliance with Specifications

Vendor are required to state their compliance to specifications/requirements against each and every criterion of the specification sheets. Incomplete specification sheets will strongly lead to disqualify the Vendor without getting any clarifications.

Item No 1: Procurement of "Development of Office on Missing Persons Information Management System" (OMPIMS). CONTRACT NO: OMP/DAT/DB & P/023

Minimum Requirement	Vendor's Compliance	
	Yes/No	**If "No", Vendor's response**
Vendor shall deliver System Requirements Analysis & Software Requirement Specification (SRS)		
Vendor shall deliver System Architecture & Database Design		
Vendor shall Core Module Development		
Vendor shall ensure User Management, Security & Role-Based Access Control		
Vendor shall deliver Investigation Management & Document Management Modules		
Vendor shall deliver Workflow Engine & Notification System		
Vendor shall deliver Reporting, Dashboard & Search Module		
Vendor shall deliver Private AI / LLM Integration (Offline) (at the second phase)		
Vendor shall deliver Complainant Self-Service Portal		
Vendor shall deliver Quality Assurance, Testing & User Acceptance Testing (UAT) for functions		
Vendor shall deliver Data Migration from Legacy Excel System		
Vendor shall deliver System Deployment & Infrastructure Configuration		
Vendor shall deliver Workflow Engine and Notification System Training & Documentation		
Vendor shall deliver Source Code, Documentation & Knowledge Handover		
Vendor shall deliver Warranty & Post-Go-Live Support (6 Months)		

Vendor shall comply with Change Request (CR) Management		

Service Level Agreement (SLA)

Indicated in the SLA below;
Contract period shall be: Three **(03) Year**

1. Service Level Agreement (SLA)

This Service Level Agreement (SLA) is a vital component of the contract agreement between the development services provider of OMPIMS, and the Office on Missing Persons - Sri Lanka. The general purpose of this agreement is to define delivery milestones, quality standards, and the obligations of the vendor to ensure timely and complete delivery of the OMPIMS.

Vendor shall sign the Development and Delivery Agreement for a contract period of **Three (03)** Year, followed by a twelve-month warranty and support period.

A. The Vendor MUST assign a dedicated Project Manager and core development team for the duration of the contract. The Project Manager shall be the single point of contact for OMP on all project matters.

B. The Vendor MUST provide development services 24 hours per day/ 7 days per week.

C. The vendor shall adhere to the following delivery quality and response standards;

- Priority Level: Critical Defect
  - Description: A defect that prevents core system functionality from operating (e.g., case registration failure, data loss, security breach).
  - Impact: All OMP operations blocked.
  - Resolution Time: 04 hours during warranty period.
- Priority Level: High
  - Description: A defect that significantly impairs a major module or workflow (e.g., report generation failure, workflow engine error).
  - Impact: Multiple officers unable to complete work.
  - Resolution Time: 08 hours during warranty period.
- Priority Level: Medium
  - Description: A defect that causes inconvenience but does not block core operations (e.g., UI display issue, minor validation error).
  - Impact: One officer affected.
  - Resolution Time: 03 business days during warranty period.

SLA Penalty:

Severity Level	**Penalties**
Critical	0.5 % per hour of delay beyond the resolution time, calculated from the total contract value.
High	0.3% per hour of delay beyond the resolution time, calculated from the total contract value.
Medium	0.2% per hour of delay beyond the resolution time, calculated from the total contract value.

2. Additional Controls:

- Maximum penalty per milestone: 10% of milestone payment
- Repeated critical failures (≥3 per month): additional 5% deduction
- Overall project delivery delay beyond 60 calendar days: subject to termination review

3. Milestone Progress Reporting

Vendor shall submit a Development Progress Report at each milestone containing:

- Completed deliverables and acceptance status
- Development progress against approved project plan
- Issues, risks, and mitigation actions
- Next milestone plan and timeline

4. Intellectual Property Rights

- All source code, database structures, and system configurations remain property of the Client.
- Vendor shall not copy, reuse, or transfer system components.
- All code changes shall be maintained in a Client-controlled repository.
- Fortnightly code commit to the OMP-controlled Git repository is mandatory throughout the development period.
- The Client reserves the right to conduct technical audits, system reviews, and performance verification at any time during the contract period.

5. Change Request Mechanism

- Any enhancements beyond routine maintenance shall be processed through a formal Change Request (CR) approval process.
- No additional work shall be undertaken without written approval.

6. DATA SECURITY AND CONFIDENTIALITY

The vendor shall:

- The service provider shall sign a Non-Disclosure Agreement (NDA) prior to accessing technical documentation.
- Protect confidentiality of all system data
- Maintain secure repository for source code management
- Perform regular backup validation
- Notify any security incident within one hour
- Conduct assessment on the cybersecurity and existing IT systems for the IMS design and development (includes cyber risk assessment, security, attack and penetration testing)

7. Vendor Staffing Control

- Vendor shall deploy only permanent employees for service delivery. Subcontract or Engagement of freelancers or third-party personnel without approval is strictly prohibited.

8. Termination

Contract may be terminated if:

- SLA compliance < 85% for two consecutive periods
- Repeated critical failures occur
- Misrepresentation in bidding documents is discovered
- Vendor fails to submit performance reports
- Unauthorized access or data breach occurs

SECTION V: QUOTATION SUBMISSION FORM AND PRICE SCHEDULE

QUOTATION SUBMISSION FORM

[The Vendor shall fill in this Form in accordance with the instructions indicated No Alterations to its format shall be permitted and no substitutions will accept.]

Date:

To: Chairperson
Office on Missing Persons - Sri Lanka
No. 40, Level 03,
Buthgamuwa Road,
Rajagiriya.
We, the undersigned, declare that:

(a) We have examined and have no reservations to the document issued;

(b) **We offer to supply in conformity with the documents issued and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Non-Consultancy Procurement of "Development of Office on Missing Persons Information Management System" (OMPIMS) CONTRACT No: OMP/DAT/DB & P/023**

(c) The total price of our Quotation including any discounts offered is: *[insert the total quoted price in words and figure];*

(d) Our Quotation shall be valid for the period of time specified in ITV Sub-Clause 8.1, from the date fixed for the Quotation submission deadline in accordance with ITV Sub-Clause 11.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(e) We understand that this Quotation, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.

(f) 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, Any Government Institution or Any International Funding Agency

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

Signed: [insert signature of person whose name and capacity are shown]

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

Dated

PRICE SCHEDULE

Item No	Description of non-Consultancy services or related services	Period	Price Excluding VAT LKR	Less if any discount	Discounted Price	Discounted Total price (if any) excluding VAT LKR	VAT LKR	Total Price Excluding VAT LKR	Total Price Including VAT LKR
1	"Development of Office on Missing Persons Information Management System" (OMPIMS) (Indicated in SCHEDULE OF REQUIREMENTS)	Phase 1							
Total Quotation Price									

**** The BID will be evaluated by total contract value for the One (01) Year development period***

Signed : ....
Name : ....
Date : ....

**** Rate of the Man per Day for Change Request:***

Description	Rate for Man per Hour	Rate for Person per Day
Charges for Change Request Effort (CR)		

Note: CR charges not consider for the BID evaluation and maximum CR days for the contract period is 90 days

Signed : ....
Name : ....
Date : ....

SECTION VI: SCHEDULE OF PAYMENTS

- Payments shall be made on a milestone basis upon acceptance of each deliverable
- Each payment shall be strictly subject to submission and acceptance of a Development Progress Report (Template Attached)
- Service credits and penalties will be deducted prior to payment
- Non-submission of report → payment withheld

Phase 1:

No	Deliverable	Dead line	Payment Mile stones
1	Development Progress Report	Effective date – 60 days (Design, SRS & Architecture Approval)	25%
2	Development Progress Report	Effective date – 90 Days (Development Milestone 1 — Core Modules)	25%
3	Development Progress Report	Effective date – 120 Days (Development Milestone 2 — Full System & UAT)	25%
4	Development Progress Report	Effective date – 180 Days (Final Delivery, Deployment & Go-Live)	25%

Development Progress Report Must Include:

- Completed deliverables summary
- Milestone completion status and percentage
- Issues, risks, and resolution actions
- Quality assurance and testing results
- Next milestone plan and timeline

Mandatory Condition:

“No payment shall be released unless the **Development Progress Report** is reviewed and certified by the Client.”

Annexure - I

Sample Format for Letter of Acceptance

(Relevant Reference to the Procurement Guidelines: 8.7)

To: --[name and address of the Contractor] ---------

This is to notify you that your bid dated ----------- [insert date] design, development, testing, and delivery of service of the ---------------------------- [name of the Contract and identification number] for the Contract price of --------------[name of currency] -------[amount in figures and words] corrected as per the Instructions to Bidders and/ or modified by a Memorandum of Understanding is hereby accepted.

You are hereby instructed to proceed with the execution of the said supplies following the Contract documents.

The Commencement Date shall be: ....(fill the date as per Conditions of Contract).

The amount of Performance Security is: ....(fill the amount as per Conditions of Contract).

The Performance Security shall be submitted on or before .... (fill the date as per Conditions of Contract).

Authorized Signature: ....

Name and title of Signatory: ....

Name of Institution: ....

Annexure - II

FORM OF PERFORMANCE BANK GUARANTEE

BOND NUMBER ....
DATE ....
SUM GUARANTEED : ....
To: ....
(Name of employer)
....,......................................
(Address of employer)

Whereas ....(name and address of contractor) [hereafter called "the contractor"] has undertaken, in pursuance of contract No dated.................................... to execute (name of contract) [hereafter called "the contract"];

And whereas it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

And whereas we have agreed to give the Contractor such a Bank Guarantee;

Now therefore we hereby affirm that we are Guarantor and responsible to you, on behalf of the Contractor, up to a total of ....(amount of Guarantee) (amount in words), such sum being payable in the type and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of ....
....
.......(amount of Guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed there under or of any of the Contract document which may be made between you and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice or any such change, addition or modification.

This guarantee shall be valid until the .... day of 202 ......
Signature and the Seal of the Guarantor.

....
Name of the Bank ....
Address ....
Date ....
Witness 1 ....
Witness 2..

Annexure - III

Format for Bid Security Guarantee

(Procurement Manual Reference - 5.9)

[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: ------------------ [Insert (by PE) name and address of Employer/ Purchaser]

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

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

We have been informed that ------------ [Insert (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 (issuing agency) date] (hereinafter called "the bid") for the execution/supply [select appropriately] of [Insert name of contract] under invitation for bids No. ---------------- [Insert IFV number] ("the IFV").

Furthermore, we understand that, according to tour 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 (herein after "the ITV") of the IFV; 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 ITV.

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) authorized representative(s)]